



# VA Social Services System (VSSS)

## 2008 Executive Briefing

January 2008  
Analysis – Findings and  
Management Presentation

# Executive Summary

- **Great results!!! This is the second round of this survey, and the results this round show that recent changes/new applications have positively impacted the end-users. Communicate the following items and keep up the great efforts.**
  - Overall score, for the applications that were also included in the 2005 study, increased by 6.5% which is double Gartner's database average increase of 3.05%.
  - Support services received consistently high scores across all applications and is a real benefit/great resource that is very helpful.
  - A number of the web-enabled applications scores are in the range of Gartner's best-in-class, and all web-enabled applications are above Gartner's database average of 3.57 for Internet applications. High scoring web-enabled applications include:
    - SPARK at a 4.19
    - SPIDeR at a 4.03
    - VNAN at a 4.20
- **Potential opportunities for improvement**
  - Form a Competency Center for Business Applications- Internet- to continue to increase scores, leverage existing best practices, develop end-user training materials, and shorten development/ roll-out cycles.
  - Improving specific scores for:
    - OASIS – consistently a very important and low scoring application
    - LETS – small population of users and the lowest scoring application

# Overview - Sample Size and Scope

- **An invitation was distributed to all customers who use Virginia Social Services System's Applications (approximately 11,000 end-users).**
- **A total of 2,644 respondents completed the survey.**
  - Data collection was conducted from September 17th through September 28th.
  - This sample size gives VSSS a confidence level of 99% (+,-2.2%) that it is representational of the population as a whole.
  - The survey measured end-user's satisfaction, in-depth with 18 key VSSS applications.
  - The focus of Gartner's analysis is on the key areas which will have the greatest impact on improving respondent's satisfaction.

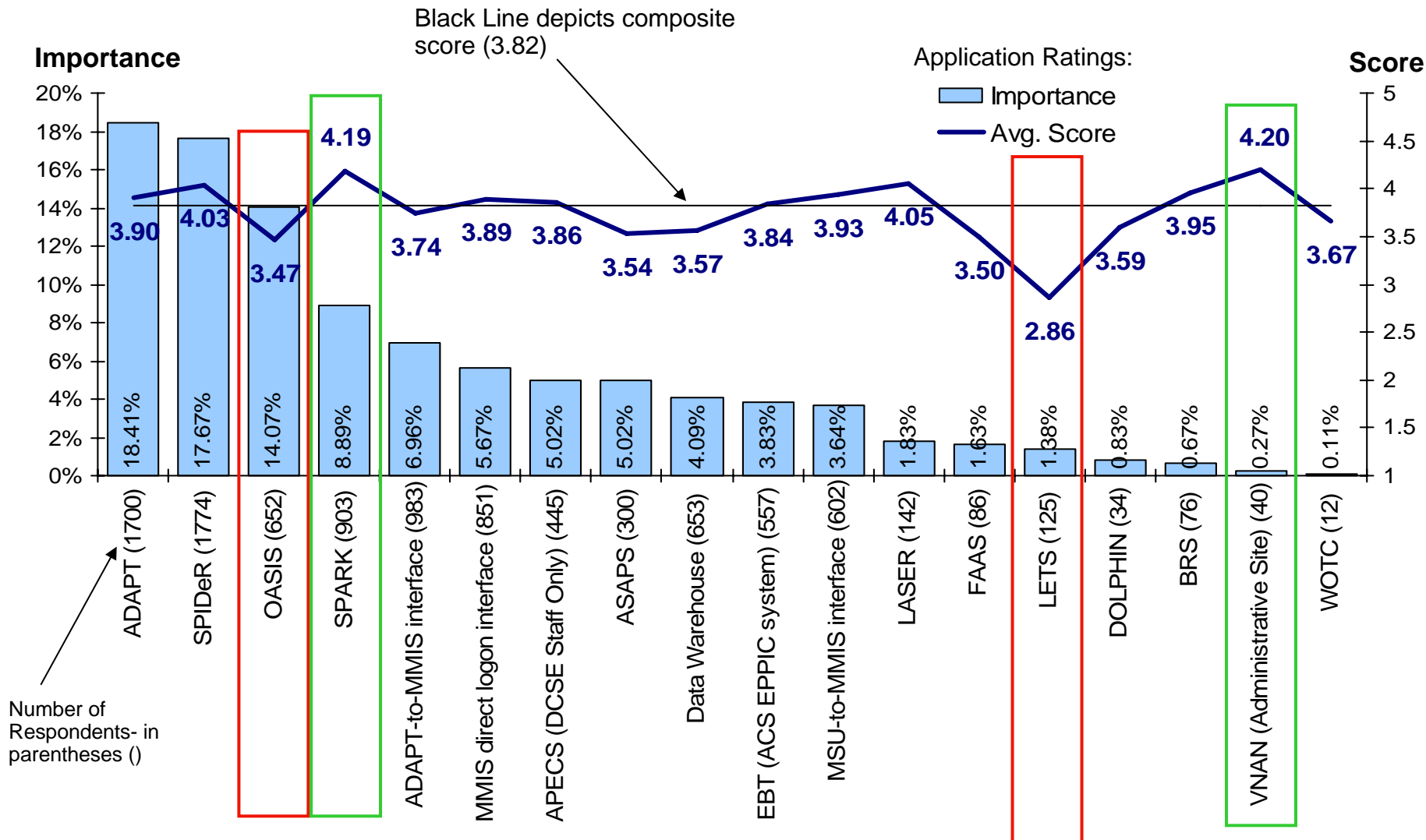
# Applications Included in Survey

- **ADAPT - Application Benefit Delivery Automation Project**
- **APECS - Automated Program to Enforce Child Support**
- **ASAPS - Adult Services / Adult Protective Services**
- **BRS - Budget Request System**
- **Data Warehouse - allows multiple sources of data to be accessed and queried**
- **DOLPHIN - Division of Licensing Programs Help and Information Network**
- **EBT – Electronic Benefits Transfer (the NEW EBT system which is the ACS EPPIC system) ACS – Affiliated Computer Services, EPPIC – Electronic Payment Processing Information Control**
- **FAAS - Financial Accounting and Analysis System**
- **LASER - Local Automated System for Expenditure Reimbursements**
- **LETS - Local Employee Tracking System**
- **MMIS Interfaces - Medicaid Management Information System**
  - ADAPT-to-MMIS - real time systems interface a.k.a "buffer". In this case, ADAPT issues the transactions directly to the MMIS without user action.
  - MSU-to-MMIS - uses the "buffer" - accessed via option 17 in ADAPT (MSU-Multiple Systems Update). The users directly initiate update transactions to the MMIS
  - MMIS direct logon- also used to be called the "IBM gateway"
- **OASIS - Online Automated Services Information System**
- **SPARK - Services Programs Answers Resources Knowledge - Enhanced Local Agency Intranet.**
- **SPIDeR - Systems Partnering in a Demographic Repository**
- **VNAN - Virginia Nutrition Assistance Network (Administrative Site)**
- **WOTC - Work Opportunity Tax Credit**



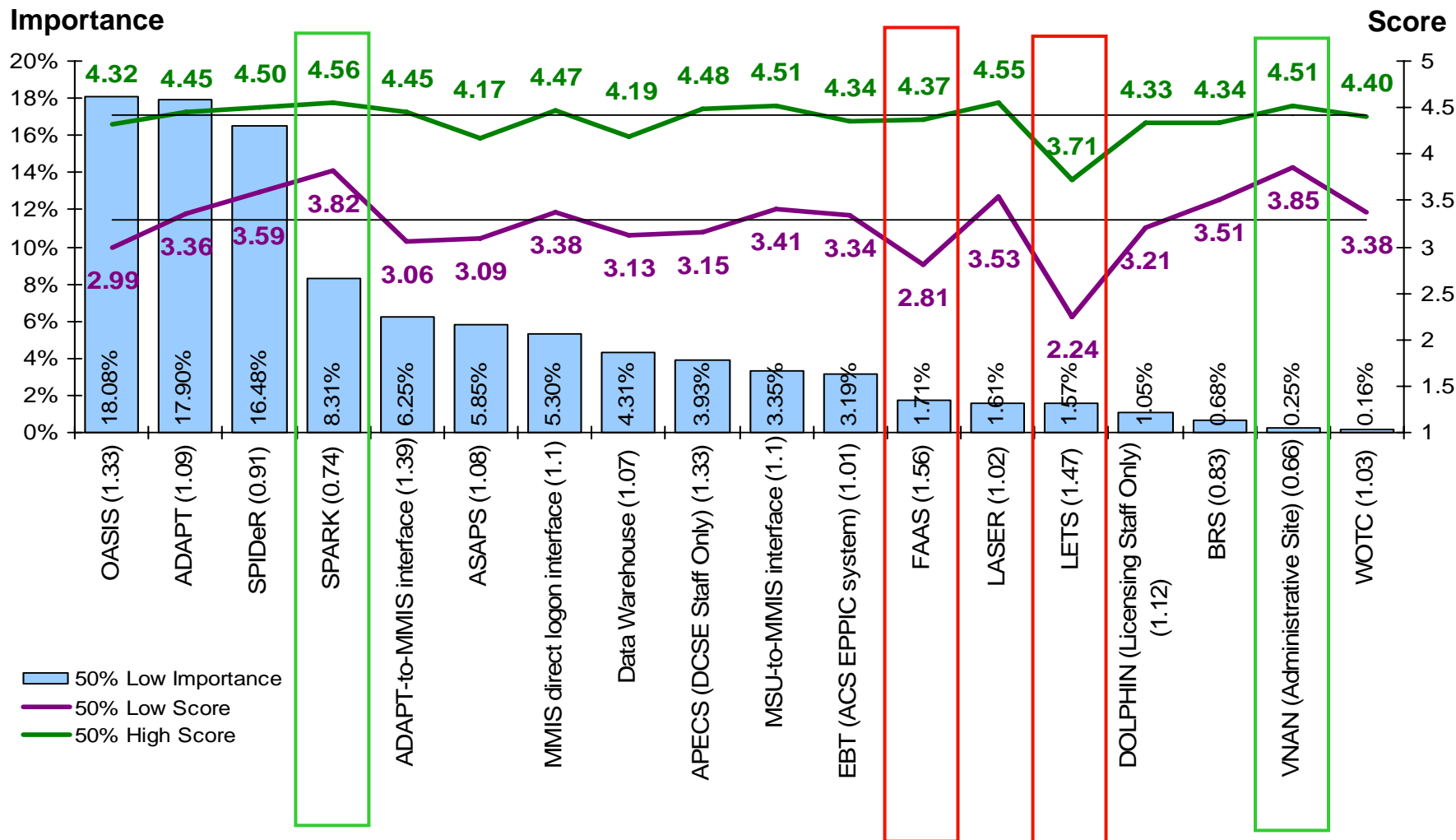
# Overall – Scores and Importance

Overall composite score 3.82, count 2,644



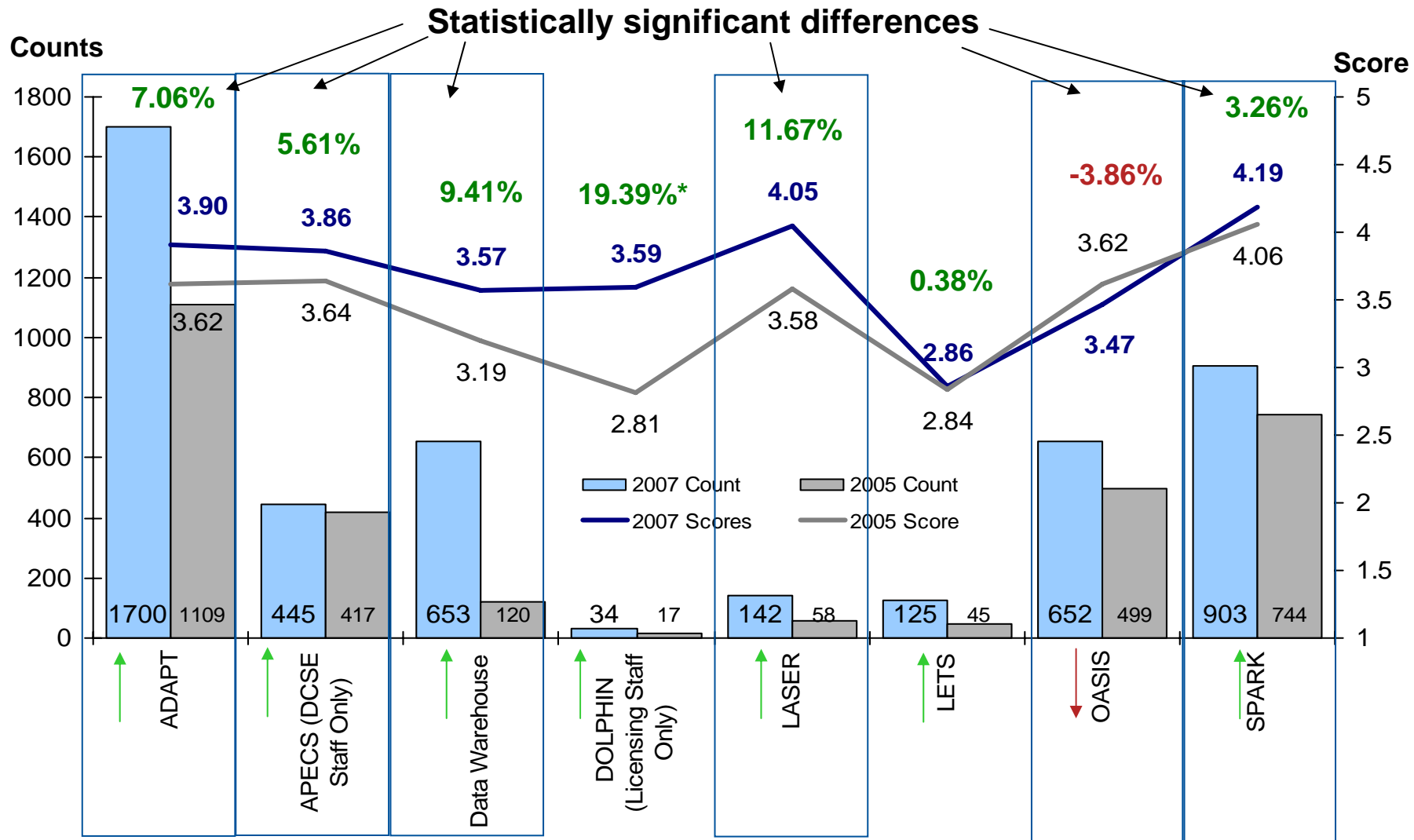
# Overall – Gap

Least Satisfied 50% (3.30, 1,322) vs. Most Satisfied 50% (4.42, 1,322)



# Application Comparison to 2005 Results

2007 (score=3.68) versus 2005 (score=3.42) scores and counts



\* Unable to calculate significant difference because of small sample sizes

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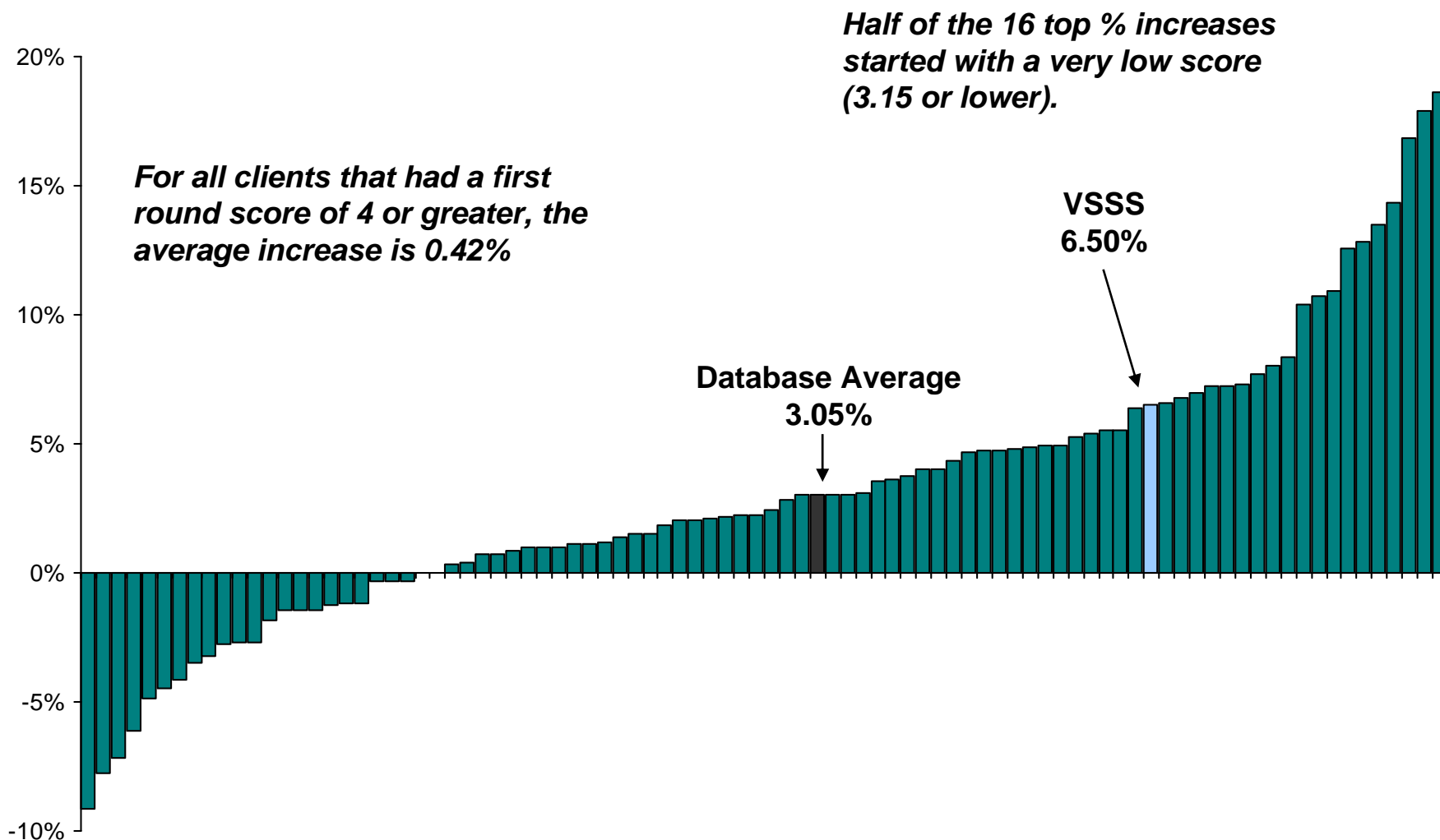
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**Gartner**

# Benchmark – IT Customer Satisfaction

## 2005 versus 2007 changes

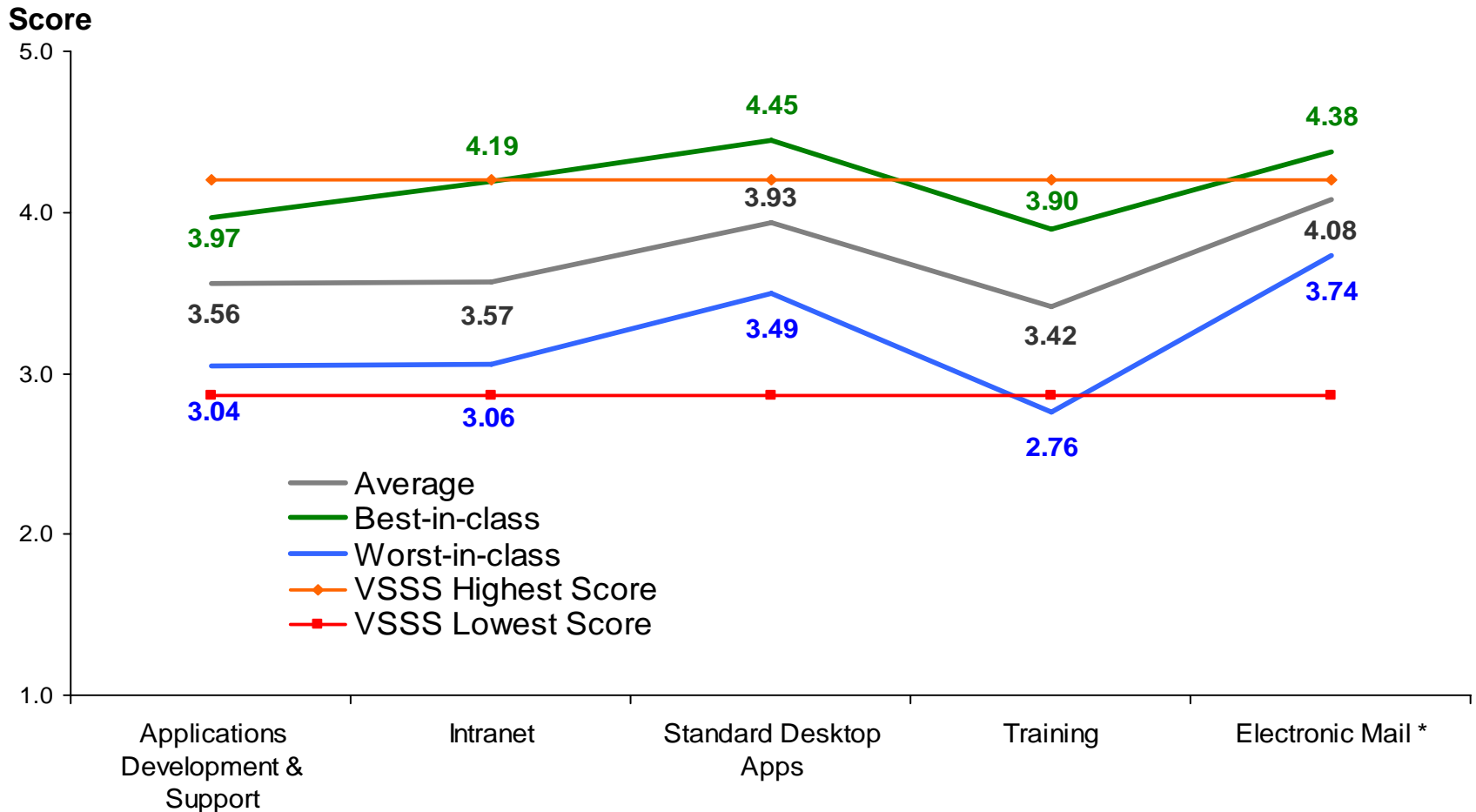




# Benchmarks

## Database Average, Best-in-Class and Worst-in-Class

Best-in-Class and Worst-in-Class are equal to the top 10% and the bottom 10% of the collection. The collection is equal to all studies completed since 2002.



\* This is the highest scoring offering in Gartner's ITCS database

# Gartner Methodology

In rating a service, product or overall IS, criteria are

**Screened**

Is **Availability** important to you?



**Weighted**

**How** important?

**3**

**Rated**

How **satisfied** are you?

**4.2**

**and Justified**

**Why?** What improvements would increase your satisfaction?

*"I need this service after 5 PM, and availability and support are not consistent then."*

**by each respondent.**

The **composite score** is a combination of importance and satisfaction

# Criteria Definitions - Application Specific

- **Ease of Use**

- Includes look and feel, user interface, search capabilities, navigation and operation of the business application.

- **Functionality**

- Business application includes the functions and capabilities required to support business operations.

- **Performance**

- Includes availability, speed, responsiveness, throughput, and turnaround time of the business application.

- **Quality**

- Includes reliability, dependability, and accuracy of the business application.

- **Documentation**

- Includes user's guides, tool tips, online help, error messages, search capabilities, etc.

- **Training**

- Includes formal (scheduled class sessions) and informal (web, CD, video, training documentation).

- **Communications**

- Includes state communications in reference to the application, such as status reports, formal and informal meetings, emails and phone calls.

- **Support Staff Responsiveness and Resolution Process**

- Includes problem escalation process, support timeliness, follow-up, follow-through, problem resolution, and overall customer service support.

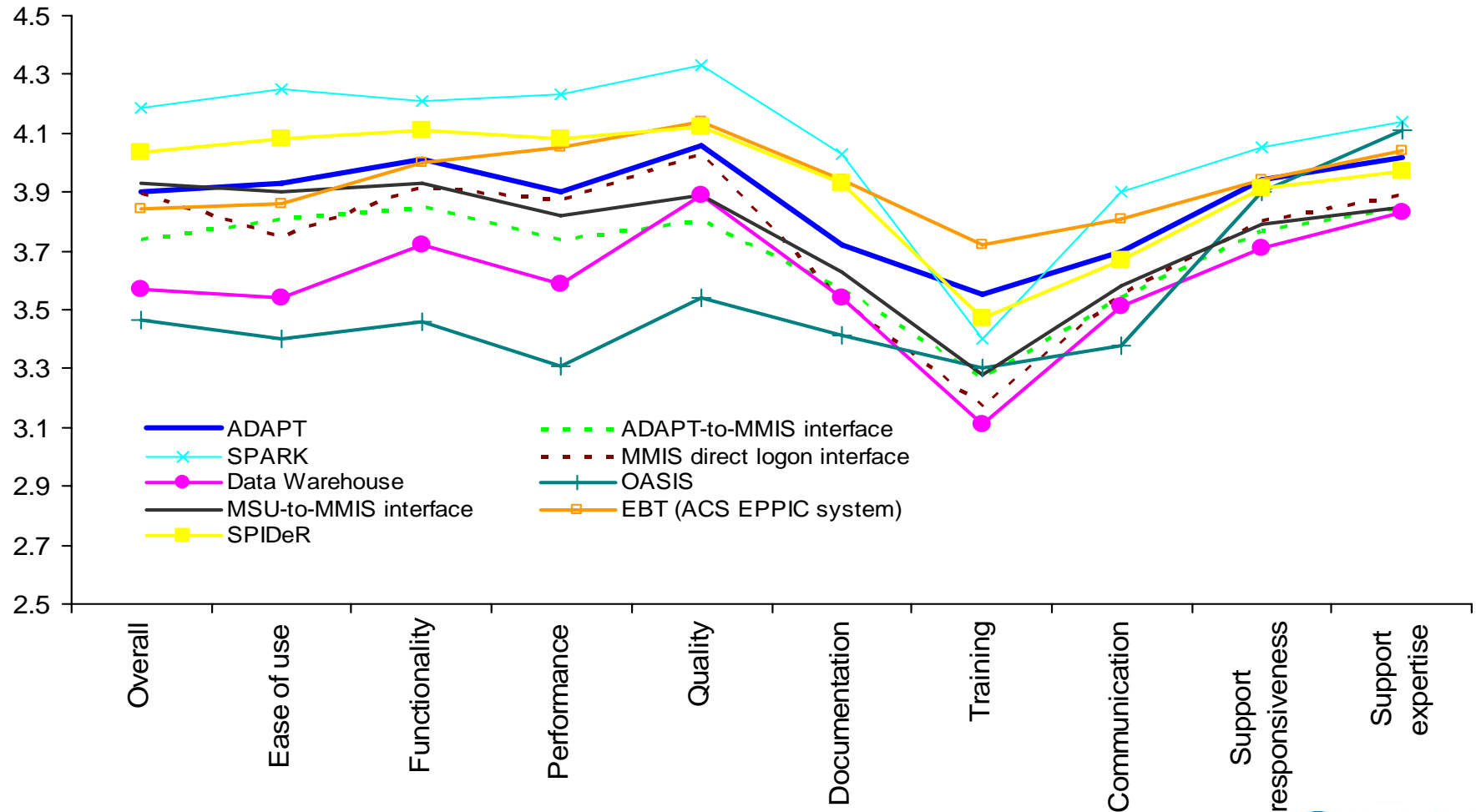
- **Support Staff Expertise**

- Includes business and technical knowledge.

# Application Criteria Scores

## Top 9 most selected applications (page 1 of 2)

### Scores

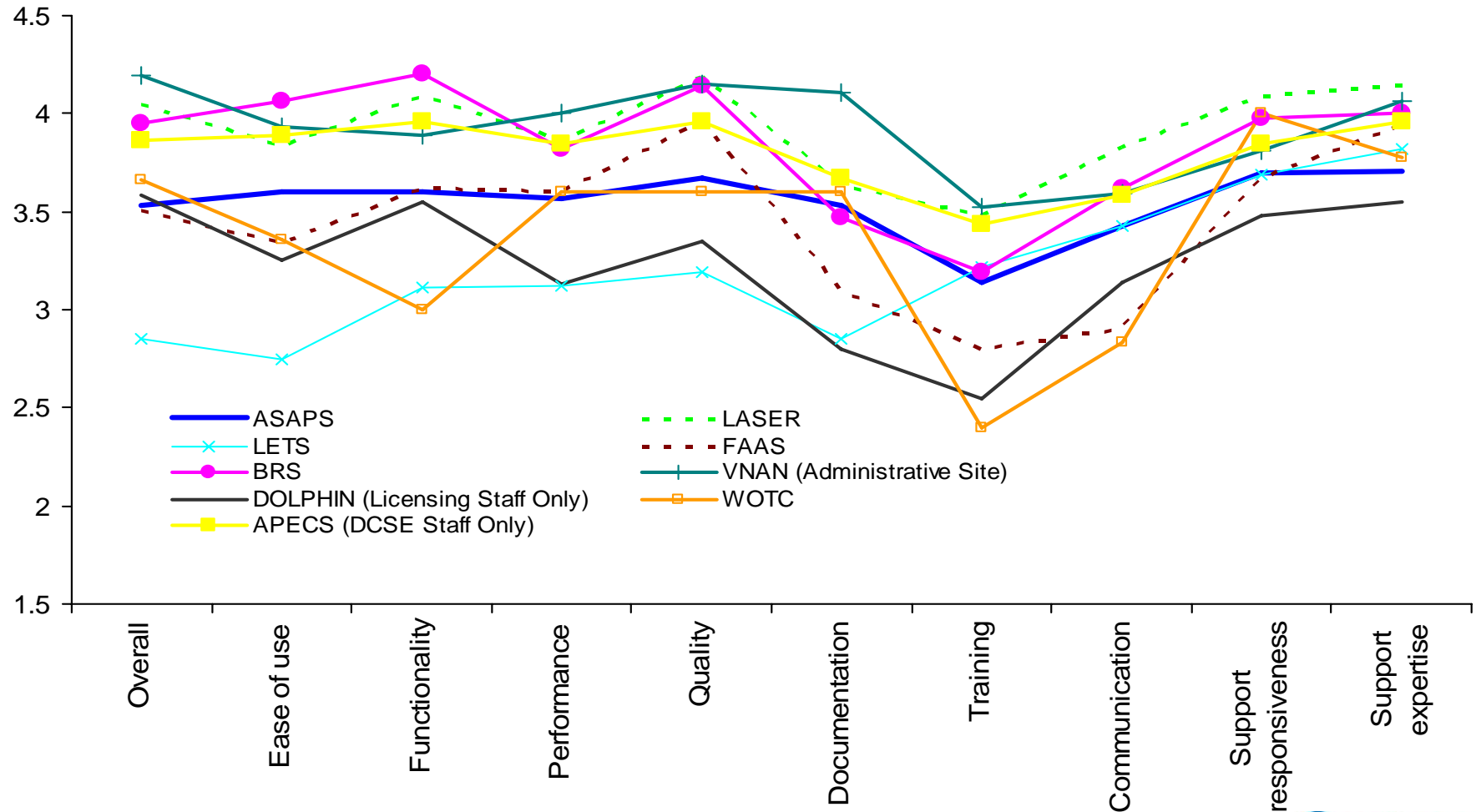




# Application Criteria Scores

Lower 9 least selected applications (page 2 of 2)

## Scores



# Overall Counts

## Length worked for VSSS

**2007**

More than 15  
years  
42%

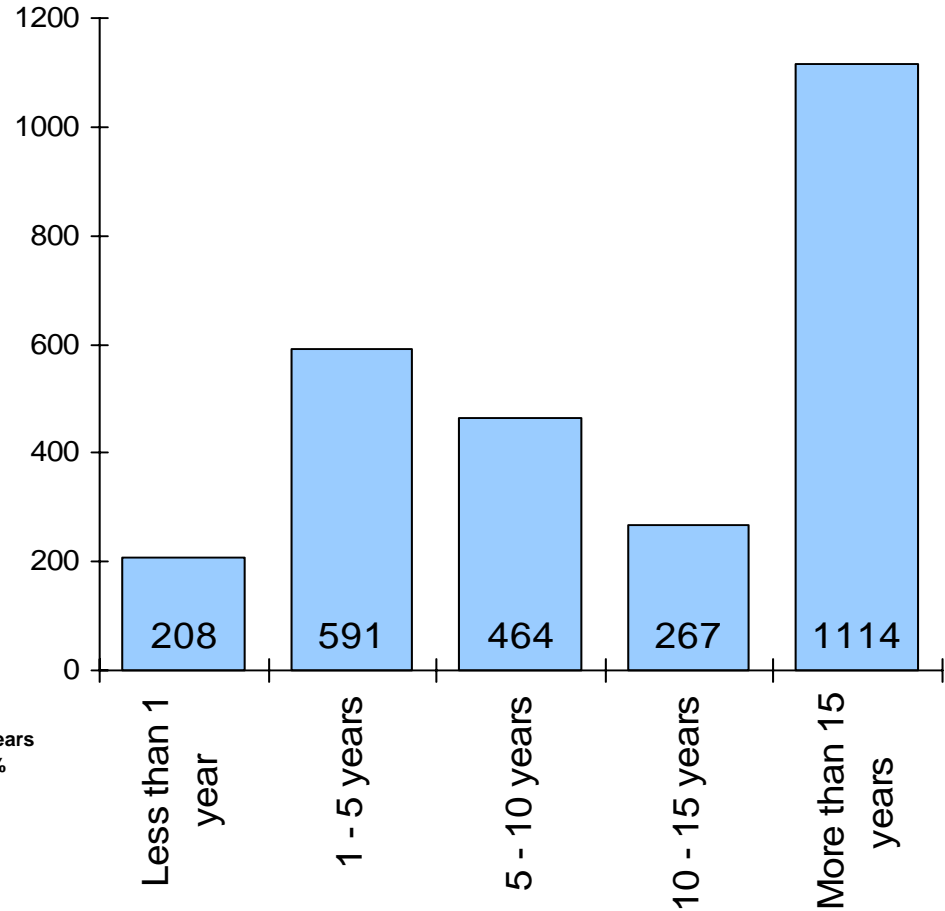
Less than 1  
year  
8%

1 - 5 years  
22%

5 - 10 years  
18%

10 - 15 years  
10%

**Count**



**2005**

More than 15  
years  
40%

Less than 1 year  
7%

1 - 5 years  
21%

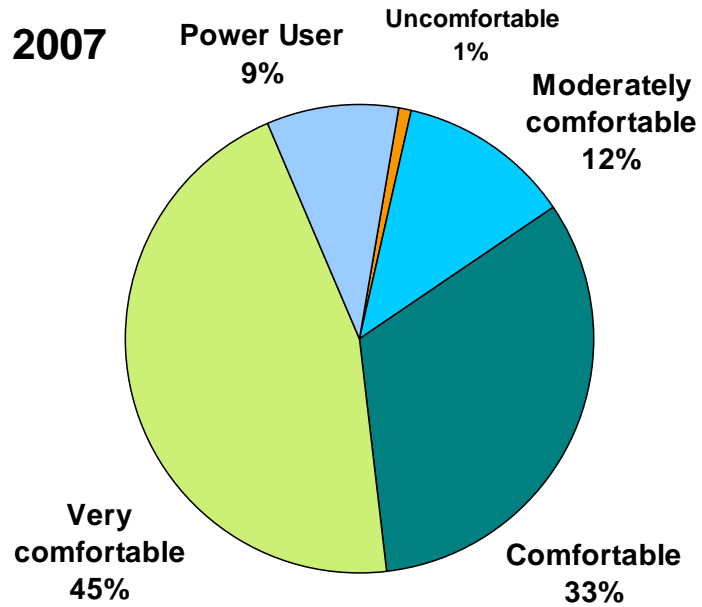
5 - 10 years  
17%

10 - 15 years  
15%

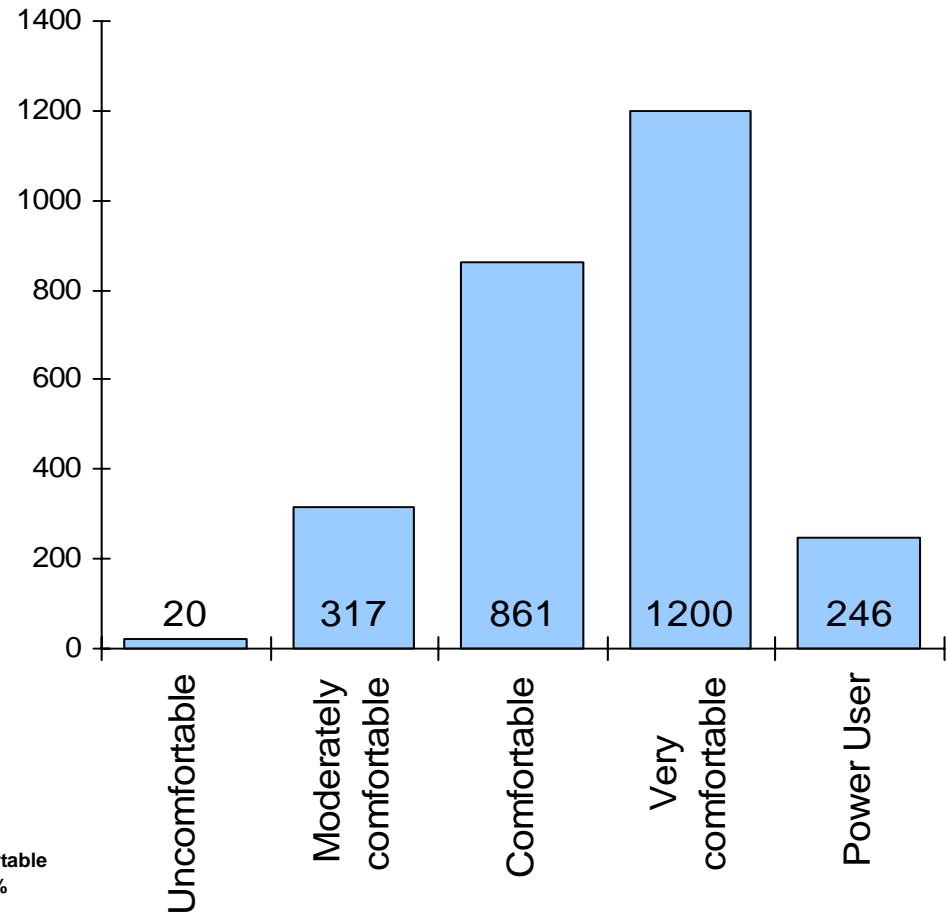
# Overall Counts

## Computer proficiency

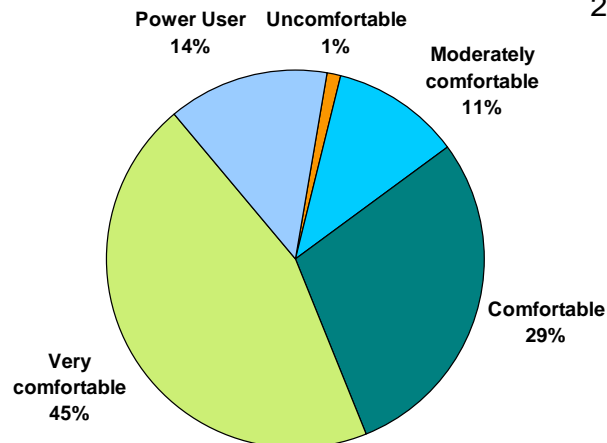
**2007**



**Count**

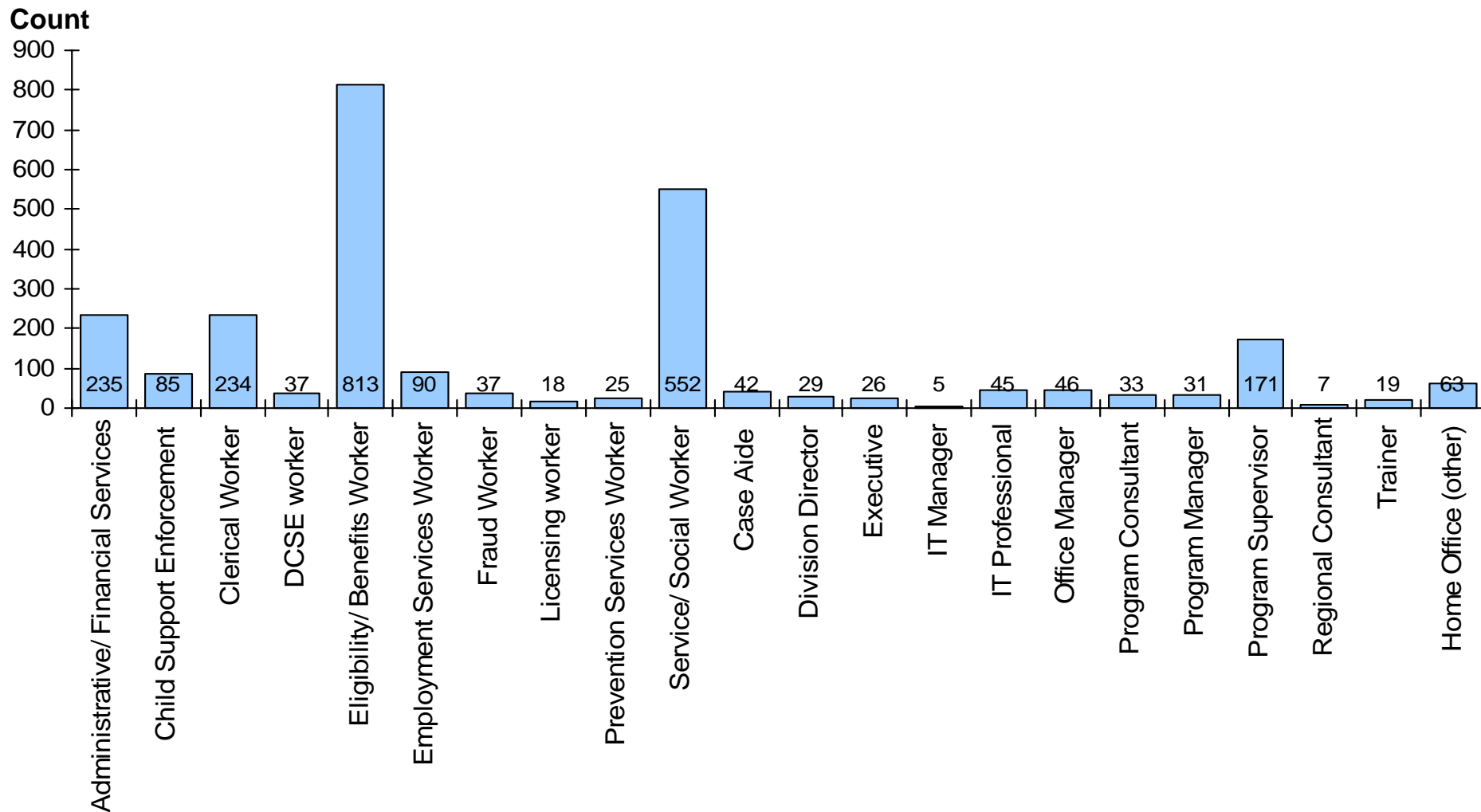


**2005**



# Overall Counts

## Job class



Note: responses with 3 or less have been removed

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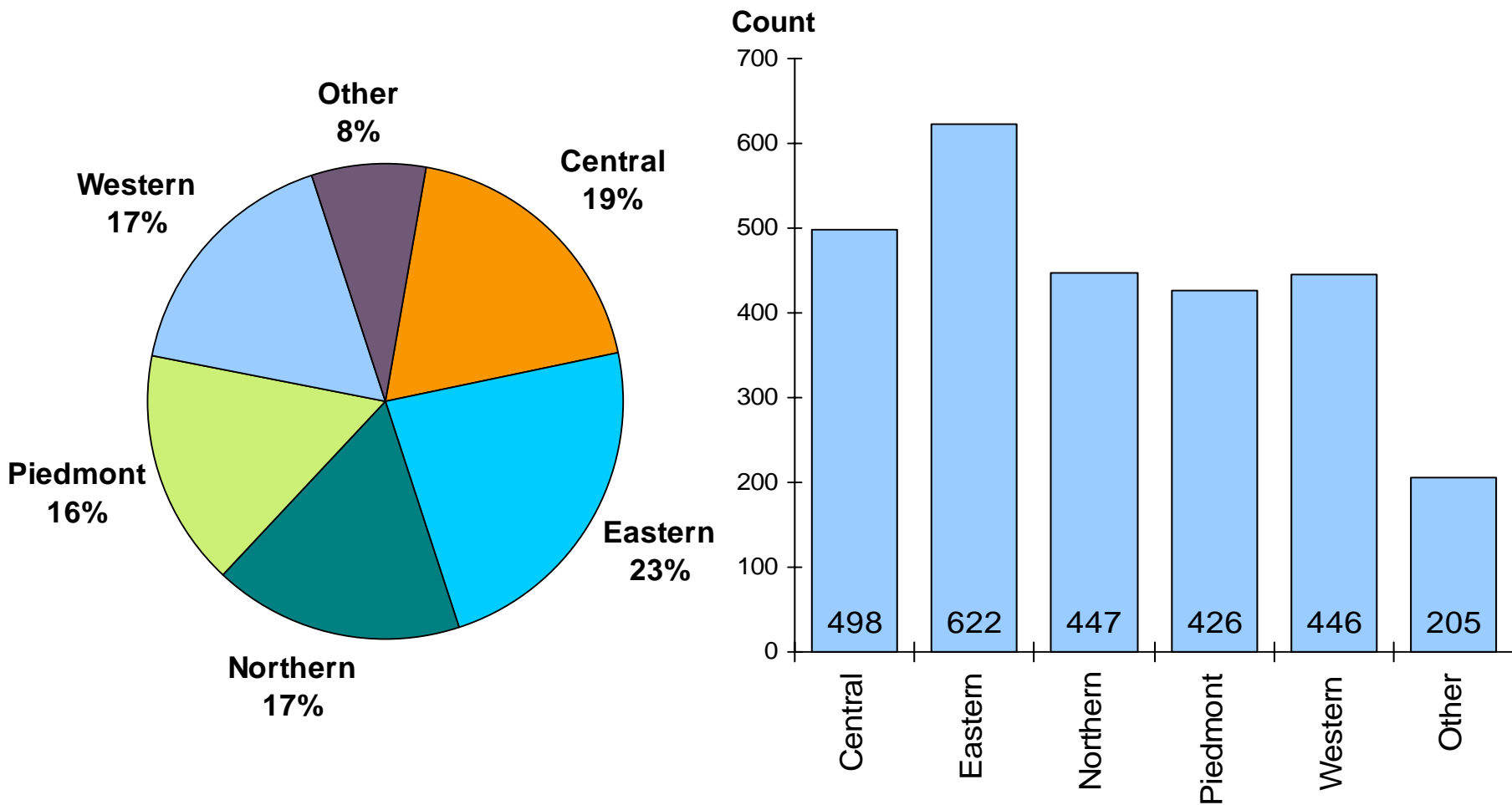
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# Overall Counts

## Region



# Strengths and Opportunities

## ■ Strengths

- Great scores on three of the four most important applications.
  - SPARK, rated as the most important application, received a very high score of 4.19 and a significant increase in score since the 2005 study.
  - SPIDeR was rated as the second most important and received a high score of 4.03.
  - ADAPT was rated as the most important application and received a significant increase in score since the 2005 study.
- Support services received consistently high scores across all applications.
- Incredible improvements in scores with most of the applications since the 2005 study.

## ■ Opportunities

- Develop a competency center for business applications. Their focus is to ensure that each new application project stays on target and that each existing application remains timely and relevant.
- Improve scores for the following:
  - OASIS – consistently a very important application but with very low satisfaction ratings.
  - LETS – small population of users but with scores showing dissatisfaction (lowest scoring).
  - Training – is an opportunity for improvement, same as 2005 study.

# Strategies for Improved Performance

## Business Application Competency Center

### ■ Goals/Functions

- Overseeing and supporting new Internet application efforts
  - Example is OASIS (and potentially LETS) which is in the process of being redeveloped.
- Leveraging best practices and developing roll-out training material from existing Internet applications
  - With many applications receiving best-in-class scores, the next step is to take the best practices learned from these applications and leverage them across all applications.
  - Generate training material for all future Internet application roll-outs to assist end-users.
- Reducing development time
  - Generate artifacts and reusable components for all future Internet application development efforts to greatly accelerate the development and deployment of subsequent Internet applications.
  - Learn from experience with the goal of deploying initial beta Internet applications quickly and piloting them with smaller audiences. After implementing the lesson's learned from the beta/pilot, enterprises can now layer on more functionality and deploy it to a larger and more diverse audience.
- Ensuring Internet applications timeliness and relevance
  - Continuously monitoring and improving the content and interface of existing Internet applications.

# Strategies for Improved Performance

## Business Application Competency Centers

- **Cross functional team which should include:**
  - Team leader, manager or facilitator – develops the agenda for the team, manages the appropriate level and mix of skills given the expected demand from the project managers, and establishes relationships and planning processes with end-users.
  - Project managers – supervises the creation of the Internet applications and the developers developing each one.
  - IT architects – an enterprise architect figures out how the Internet application architecture fits into the enterprise architecture, and the Internet architect defines for the Internet application will be set up.
  - Developers – develops the Internet applications and potential integration between applications.
  - Content specialists – creates and monitors the content and training materials.
  - Liaisons from other competency centers or centers of excellence.
  - User representatives from the business side.



# Strategies for Improved Performance

## Business Application Competency Centers

### ■ Research notes for additional reference:

- Toolkit for business applications – (reference document #148022).
  - Business Applications Competence Center Roles and Responsibilities: Best Practices – ppt. and pdf.
  - Toolkit: Business Applications Competence Center Roles and Responsibilities: Best Practices – pdf.
- Toolkit Best Practice: Creating a Strategic Collaboration Plan – (reference document #153237).
- Toolkit: Charter and Membership Skills for a Collaboration and Communications Center of Excellence – (reference document #145389).

# Strategies for Improved Performance

## OASIS

### ■ Issue

- OASIS is an application that is difficult to use, not user-friendly, has performance problems and was not designed for employees in Virginia.

### ■ Comments

- We need a system that EVERYTHING can be entered into. For example it would be nice to put pictures into their file. I have never found OASIS to be user friendly, nor does it capture what is important in a case.
- Screens have too much extraneous information, why something goes on one screen versus another is a problem. The Oklahoma system was never fully adapted to meet Virginia's Child Welfare system. Changes and enhancements are poorly communicated. Expectations about what is to be documented in which place are not clear. Training is poor. No "dial in" or "internet based" access, so a worker must be in the office to gain access. - not helpful for after hours, on call situations. System is slow. Management reports stink. I can't get a simple list of all the referrals assigned to a specific worker for a time frame that exceeds 60 days! I can't rate this system low enough.
- It is not user friendly doing a search. It is time consuming when you have put in I&I and you have an investigation but it was set up as an assessment. There is no way to copy or just go in and change from assessment to investigation without having to complete all entry and do the whole thing over.
- Too much repetition, cases are unique and some do not pertain to the oasis questions that are asked. If you leave something out or you make a mistake you can not go back and correct which leaves worker with a mess !
- I only have to use parts of OASIS in my job and still find it limited in terms of gathering good/useful information. Summary narratives are more useful than individual contacts, full assessments do not really tell you the nature of the cases. We provided our own which were much more of a picture of a child and his family.

# Strategies for Improved Performance

## OASIS

### ■ Strategies

- Replace application (A new application, ChildWINS, is in development).
- Leverage past experience with other applications (technology and process improvements).

### ■ First Steps

- Comments contain a lot of information so review them for consideration in development of the new OASIS application. Some initial items should include:
  - Improve PERFORMANCE and provide remote ACCESSIBILITY
  - Remove REPETITIVE and UNNECESSARY information
  - Focus on important CLIENT INFORMATION
  - Establish flexible NAVIGATION
  - Provide easy to read SCREENS and/or PAGES
  - Fix SEARCH and SPELL CHECK capabilities
  - Develop a list of standard REPORTS while including customization capabilities
  - TRAINING
  - Build in INTELLIGENCE so the same information doesn't need to be entered multiple times
  - ENHANCEMENTS – capture client information like pictures, scanned documents, etc.

# Strategies for Improved Performance LETS

- **Issue**

- LETS is an application that is not user-friendly.

- **Comments**

- I rate this low because it is a system which requires too many screens to complete what should be simple transactions and the same info must be put in multiple times. Also, if you get an error message, it is often times hard to figure out what you need to do to correct it. Although Pam, Virginia, and Zhilla can help you when you can get through to them, they are not always available when you need them because of their job responsibilities. It would really be nice to have one person available to help you with all aspects of LETS issues.
- The LETS manual has been very helpful in performing data entry. But, the programmers should be made to do data entry from the locality end. Having to repeat the same entries on different screens is a waste of time and (because time is money) money. It's hard to understand why they would have designed it as they did. The endless loops when a prior mistake needs to be corrected are VERY time consuming. The error messages often have nothing to do with the problem.
- LETS is NOT user friendly. We should not have to go through so many screens to accomplish a few transaction. Why not have one screen with all employee information on that screen? Make changes, print, save---Done!!! Entering a new employee should be simple if only one screen to deal with.
- Each locality is different, and provides us with the necessary tools to manage employees and their hire dates, etc. There is too much room for error on this system, and most definitely each agency is not the same in terms of how they input data. Sometimes you have to "trick" the system into accepting a file. In this case, how is the LETS system accurate if all transactions are not recorded (except by paper trail in the locality)?
- We are a deviating agency and the County has it's own personnel system. We should be able to dump our information into the state system. Very hard to use LETS, always seems to be errors, not user friendly.



# Strategies for Improved Performance LETS

## ■ Strategies

- Simplify this application to eliminate duplicate entries and minimize the number of screens required for data entry.

## ■ First Steps

- Upgrade the application to a single screen interface for employee information (potentially multiple pages because of specific locality requirements). What this will do is:
  - Fix the error handling problems/frustrations
  - Remove redundancy and multiple inputs
  - Streamline the entire process
  - Reduce training and support requirements
- Review error messages to determine if they can be updated to accurately reflect the problem.
- Update training and support material and make it available via the Internet.

# Conclusion/Next Steps

- **Communicate the great results with the team and agencies!!!**
- **Develop plans around the following:**
  - Internet Application Competency Centers
    - Develop, staff and empower
    - Build artifacts and best practices materials to be leveraged on future develop efforts
    - Generate roll-out training material for all new Internet applications leveraging past experiences with high scoring Internet applications
  - With OASIS
    - Review user commentary for potential updated tool requirements
    - Communicate development/roll-out plans to the end-users on a periodic basis
  - With LETS
    - Develop a plan to streamline this application and set a target of a single page entry form and/or a minimum number of steps required to enter employee information.
- **Set reasonable and attainable targets for improvement. Many of the web-enabled applications scores are already at Gartner's best-in-class score level for Internet applications (score increases will be very difficult).**
- **Communicate with the end-users that you've heard them and that you are planning to continue to improve the applications to meet their needs.**

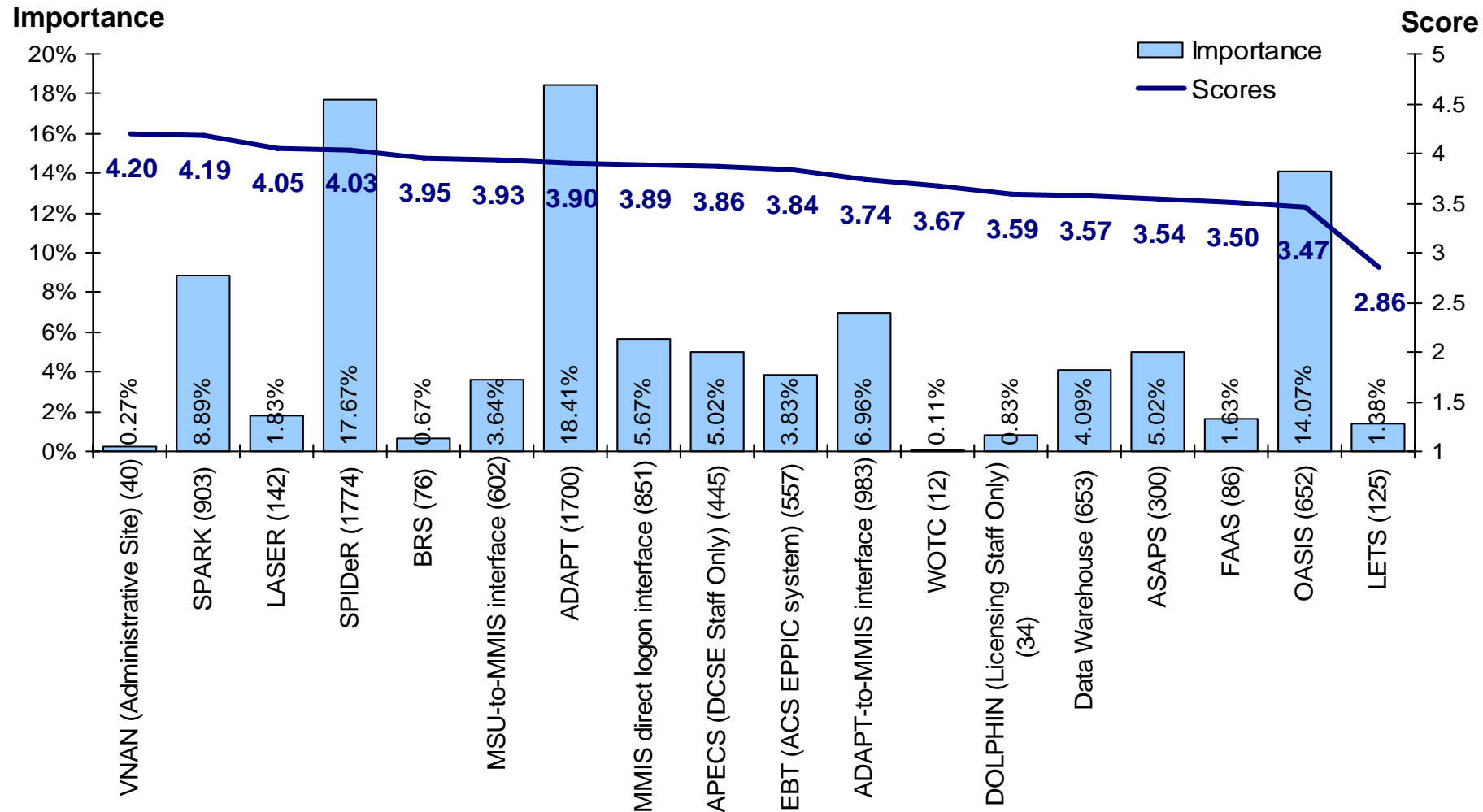


## Appendices

Overall – Application Comparisons  
Top 11 most selected applications &  
LETS (lowest scoring application)

# Overall – Prioritized by Scores

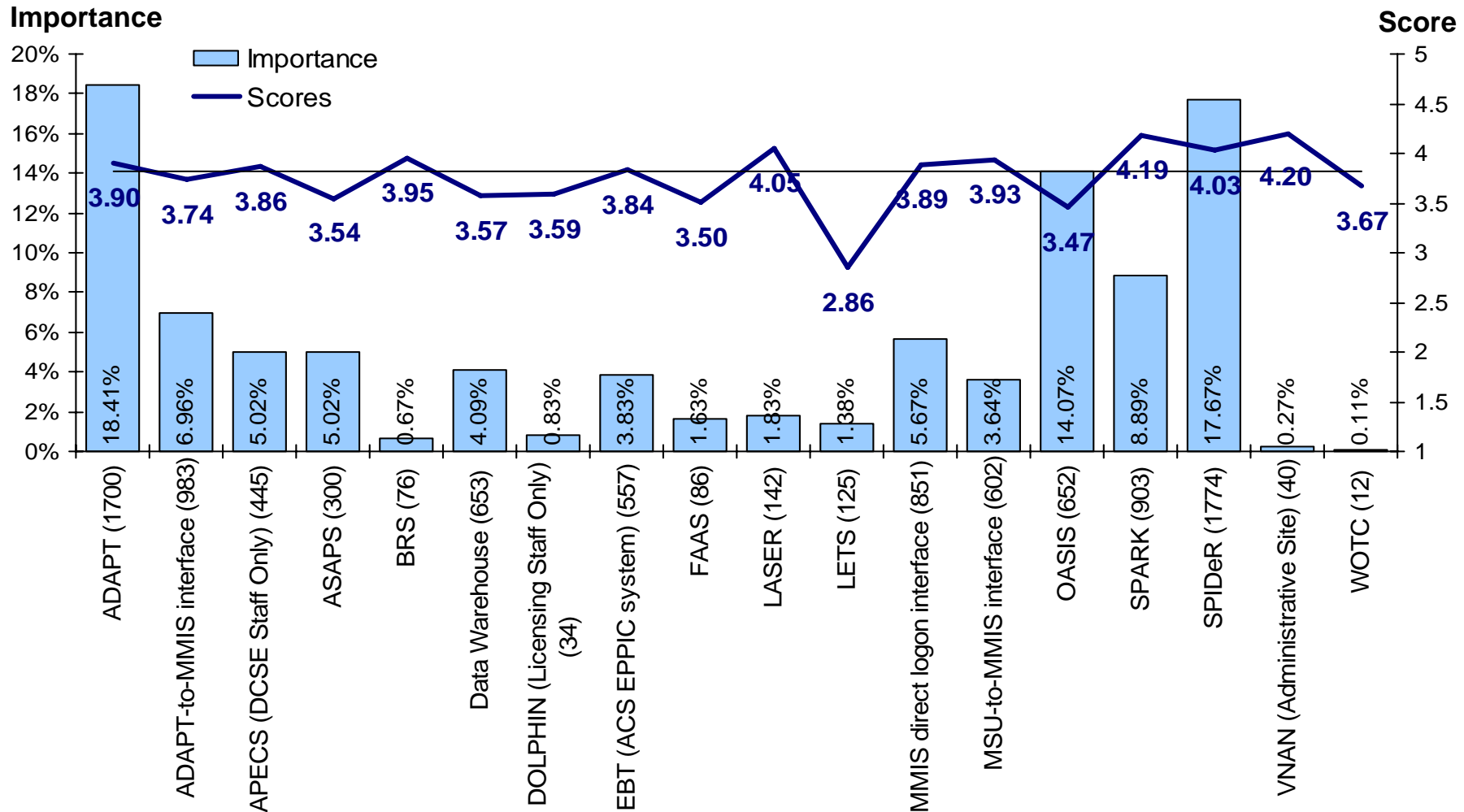
Overall Composite score 3.82, count 2,644





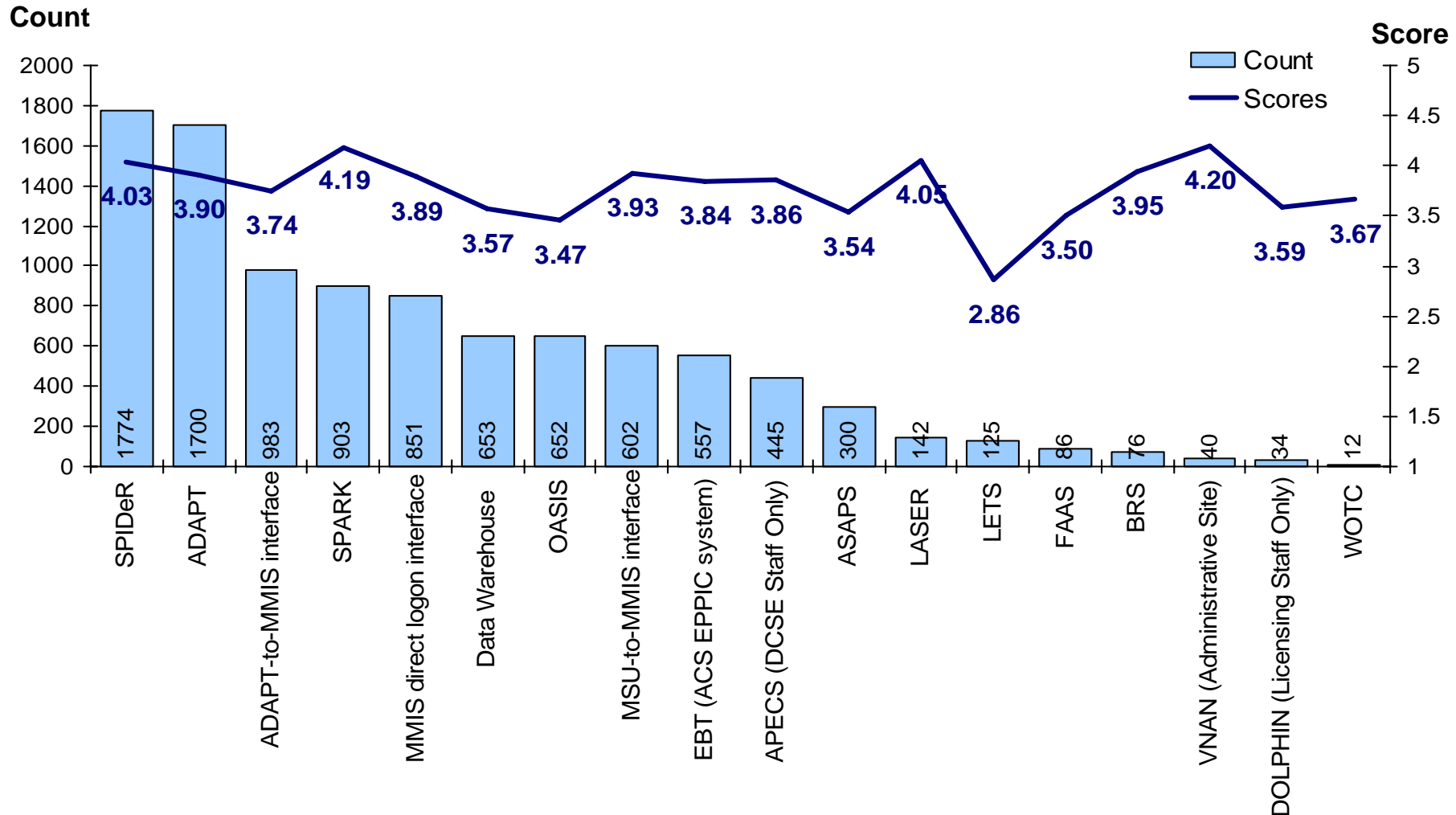
# Overall – Prioritized Alphabetically

Overall Composite score 3.82, count 2,644



# Overall – Prioritized by Count

Overall Composite score 3.82, count 2,644





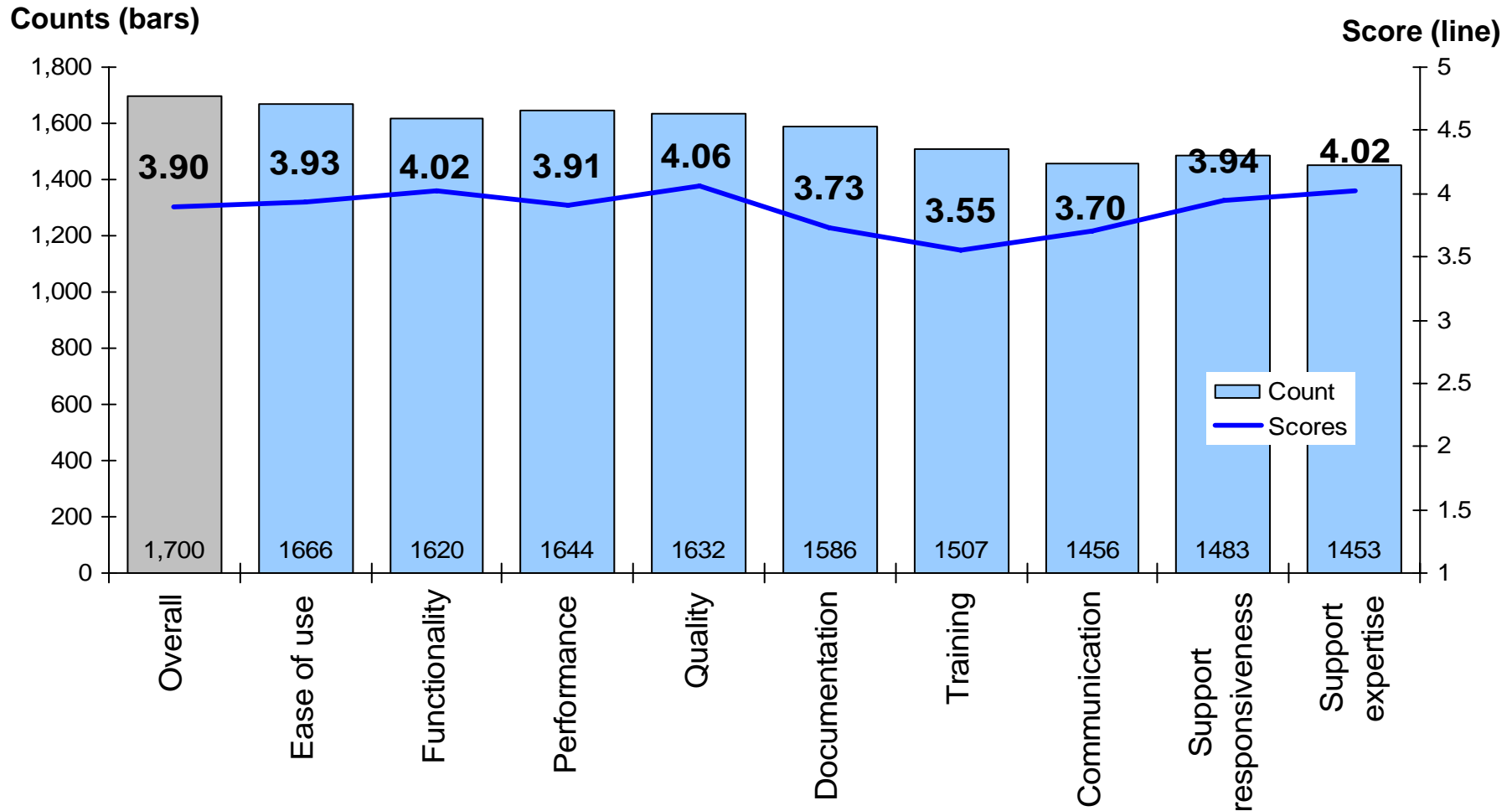
# ADAPT

Overalls Scores and Counts

Demographic Scores and Counts

# ADAPT – Overall Scores and Counts

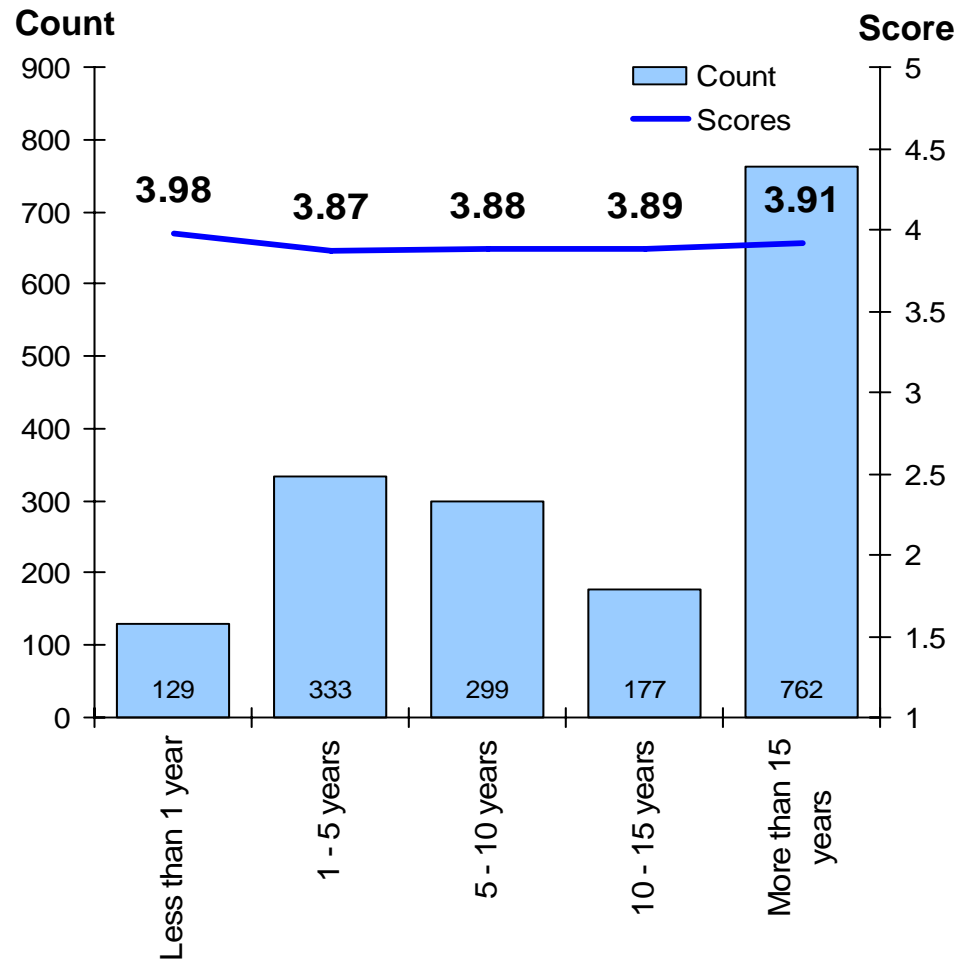
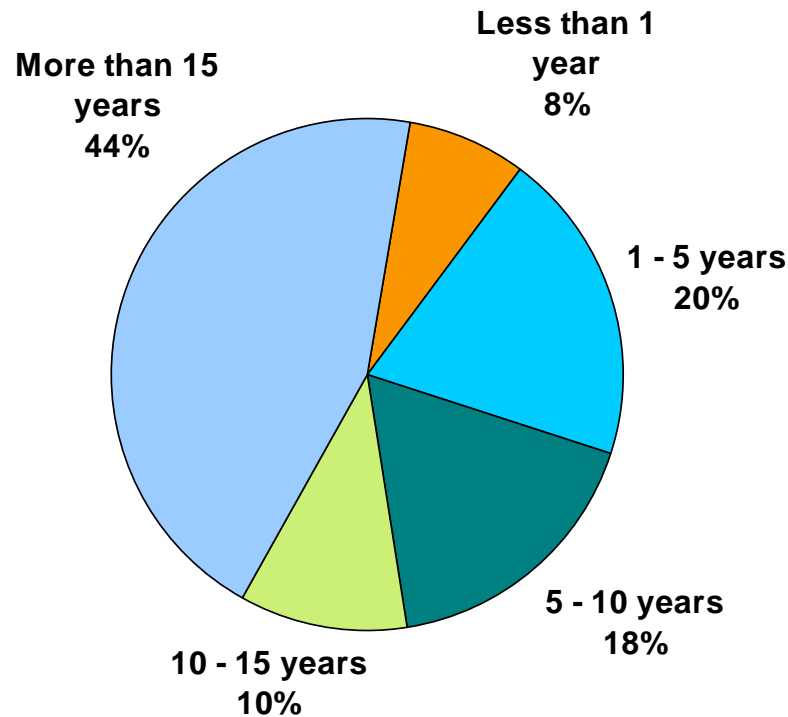
Overall composite score, criteria scores and counts





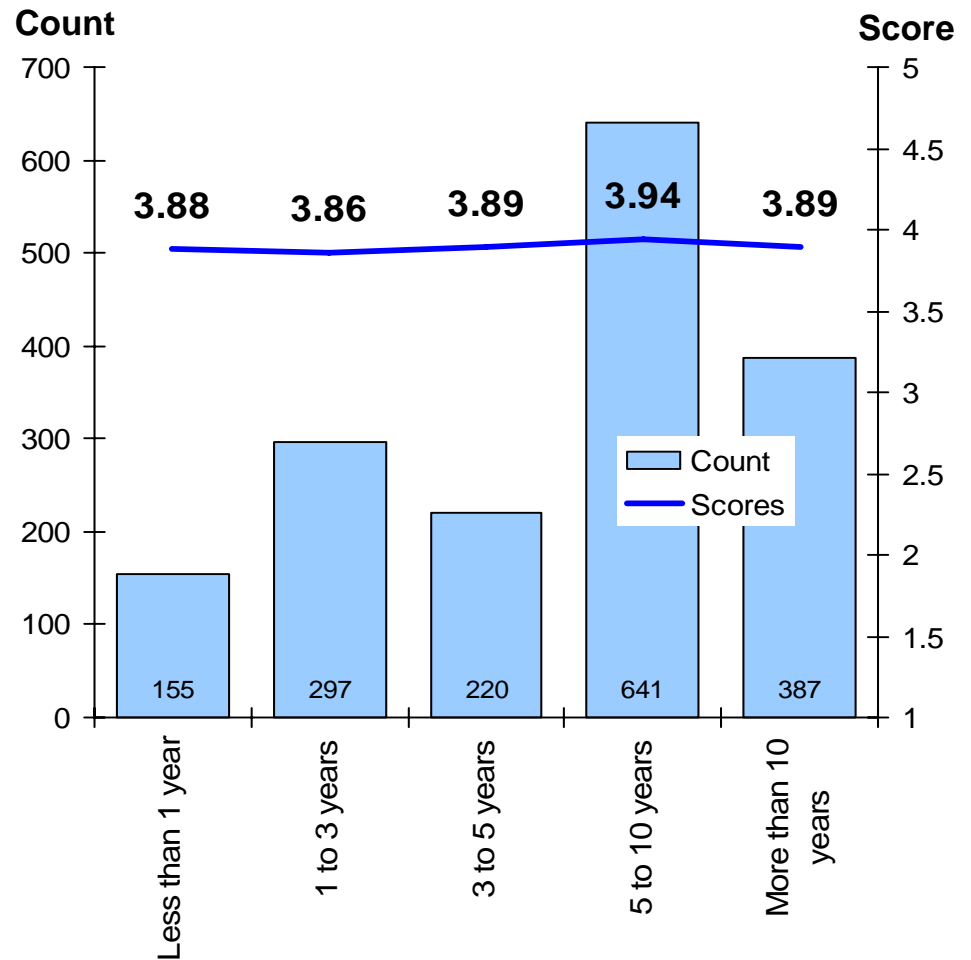
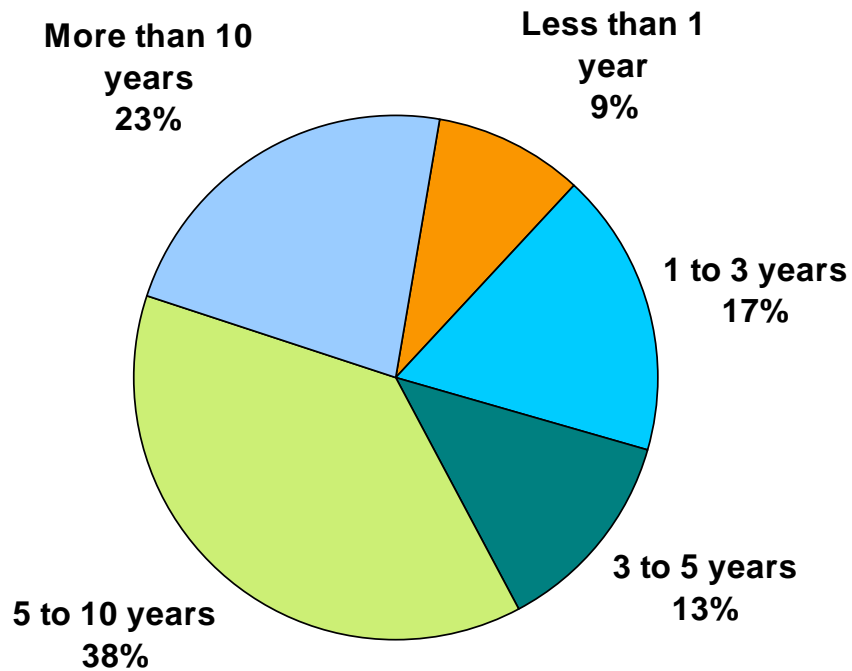
# ADAPT – Scores and Counts

## Length worked for VSSS



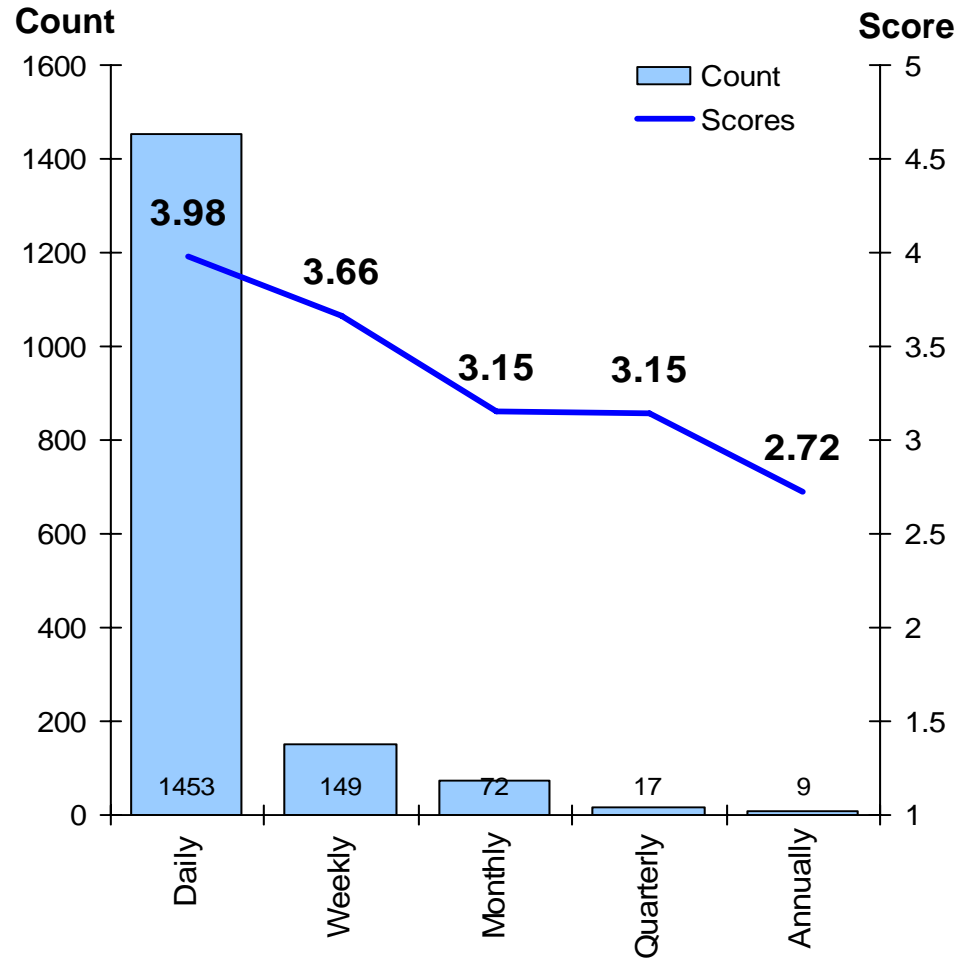
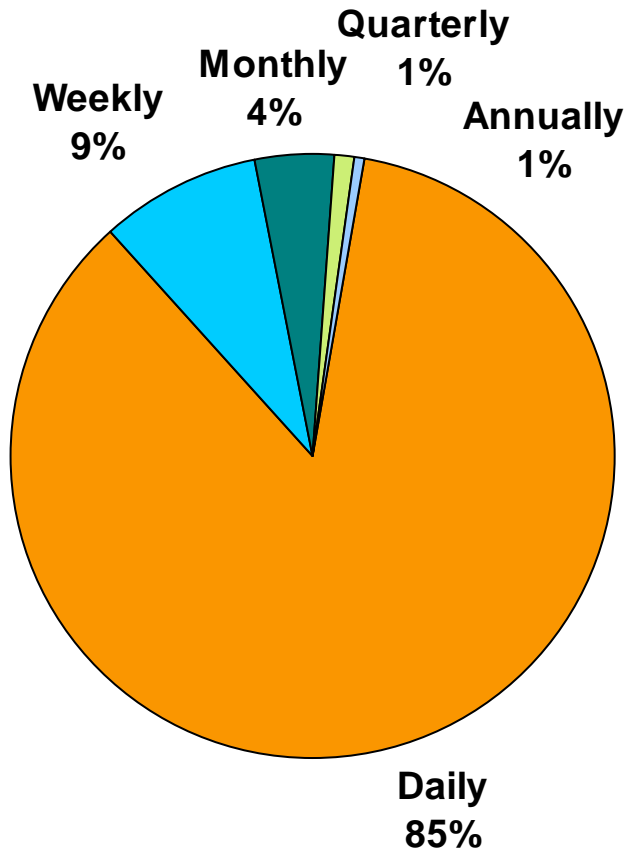
# ADAPT – Scores and Counts

## Length using application



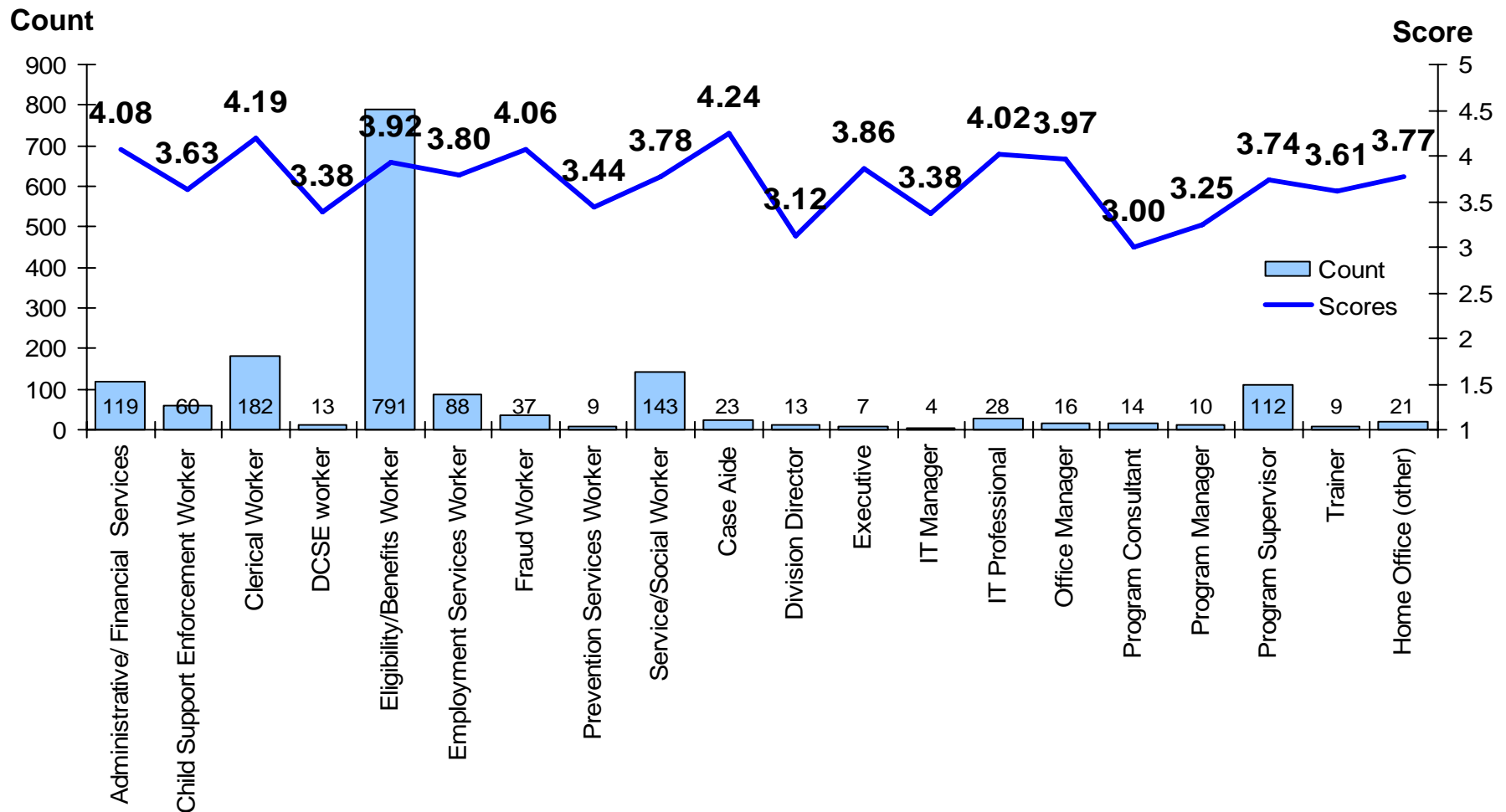
# ADAPT – Scores and Counts

How often use application



# ADAPT – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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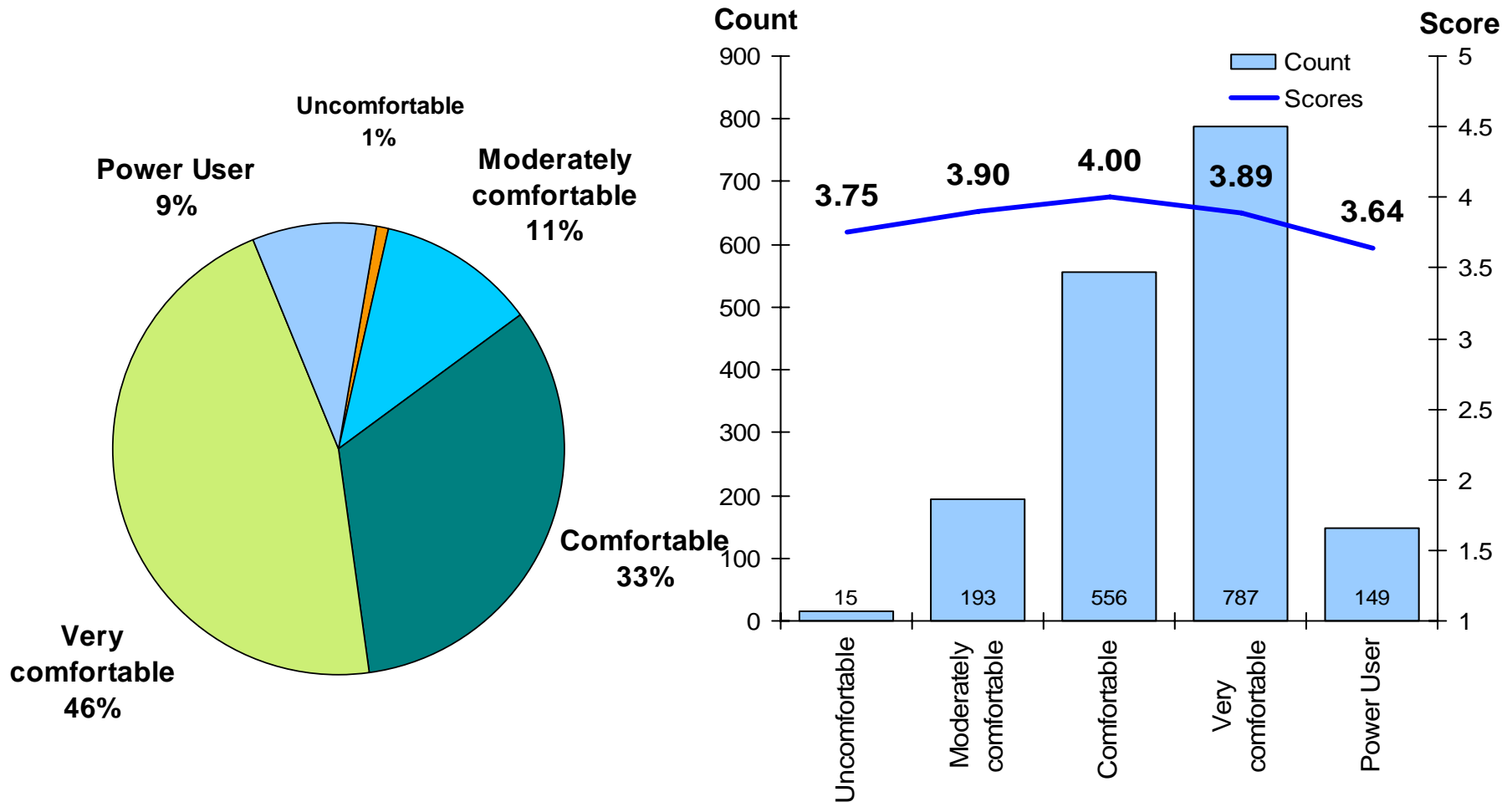
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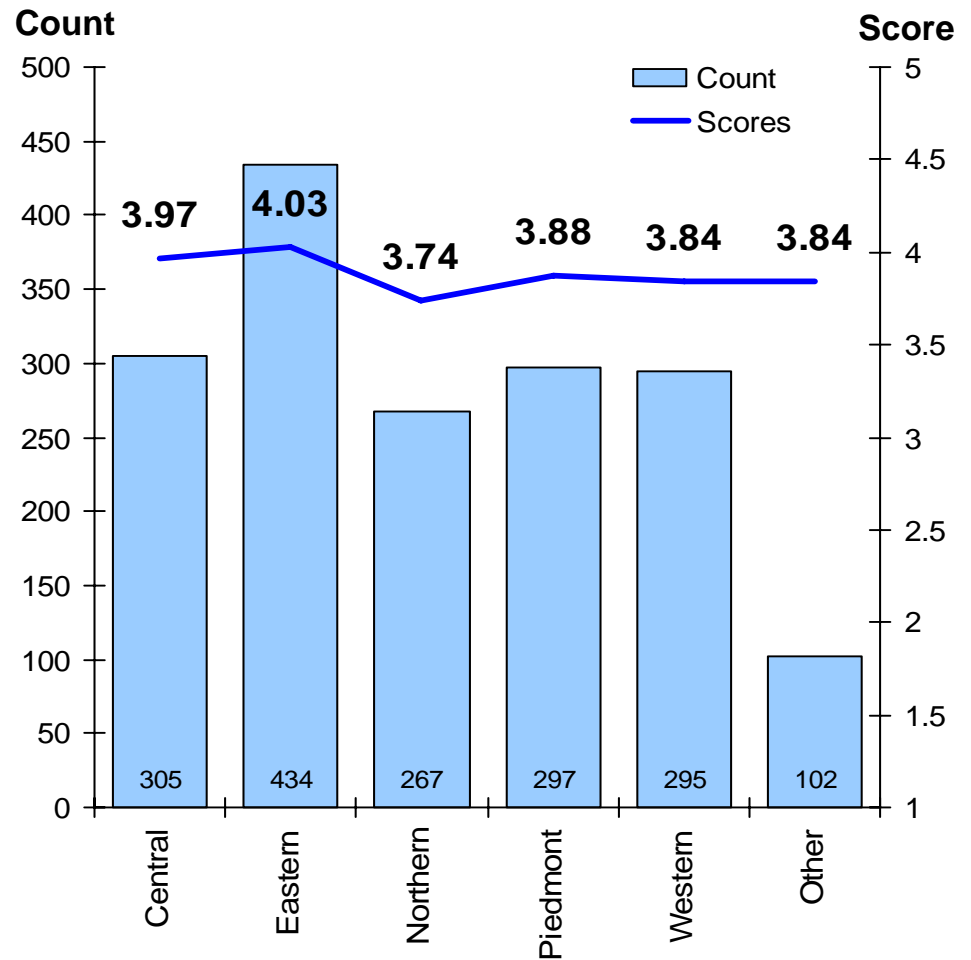
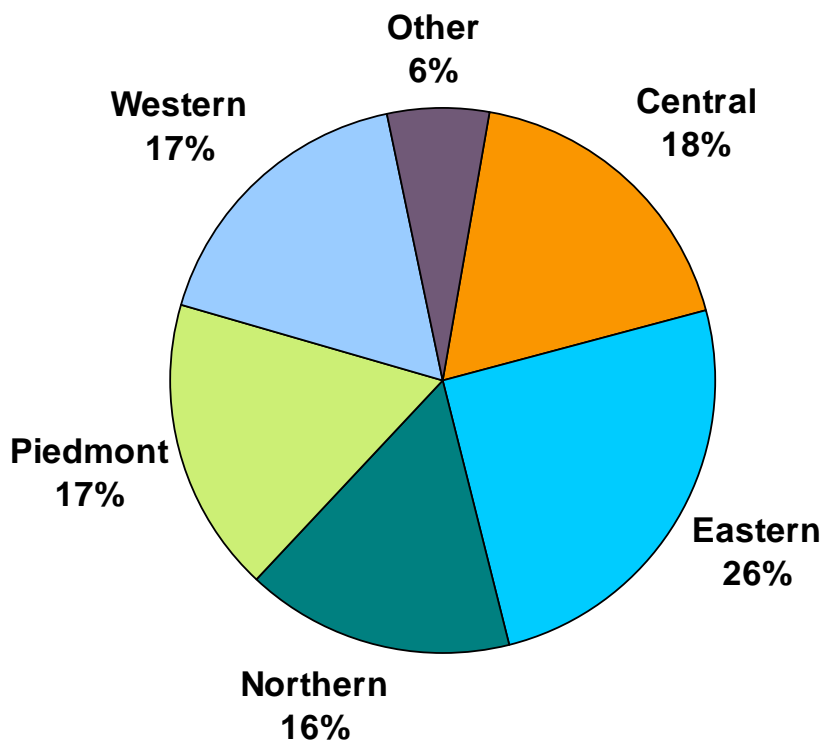
# ADAPT – Scores and Counts

## Computer proficiency



# ADAPT – Scores and Counts

## Region





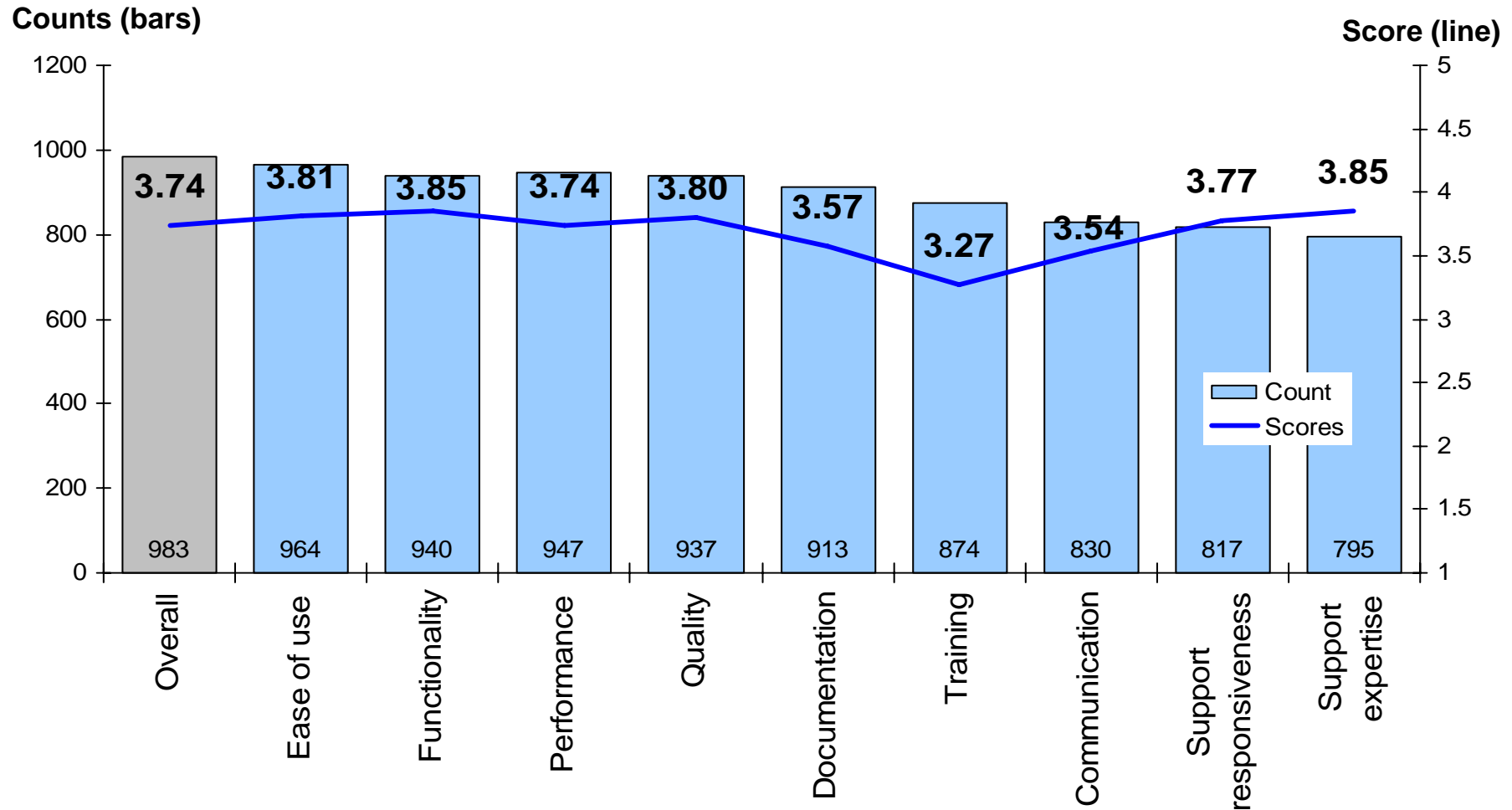
## ADAPT-to-MMIS interface

Overalls Scores and Counts

Demographic Scores and Counts

# ADAPT-to-MMIS interface – Overall Scores and Counts

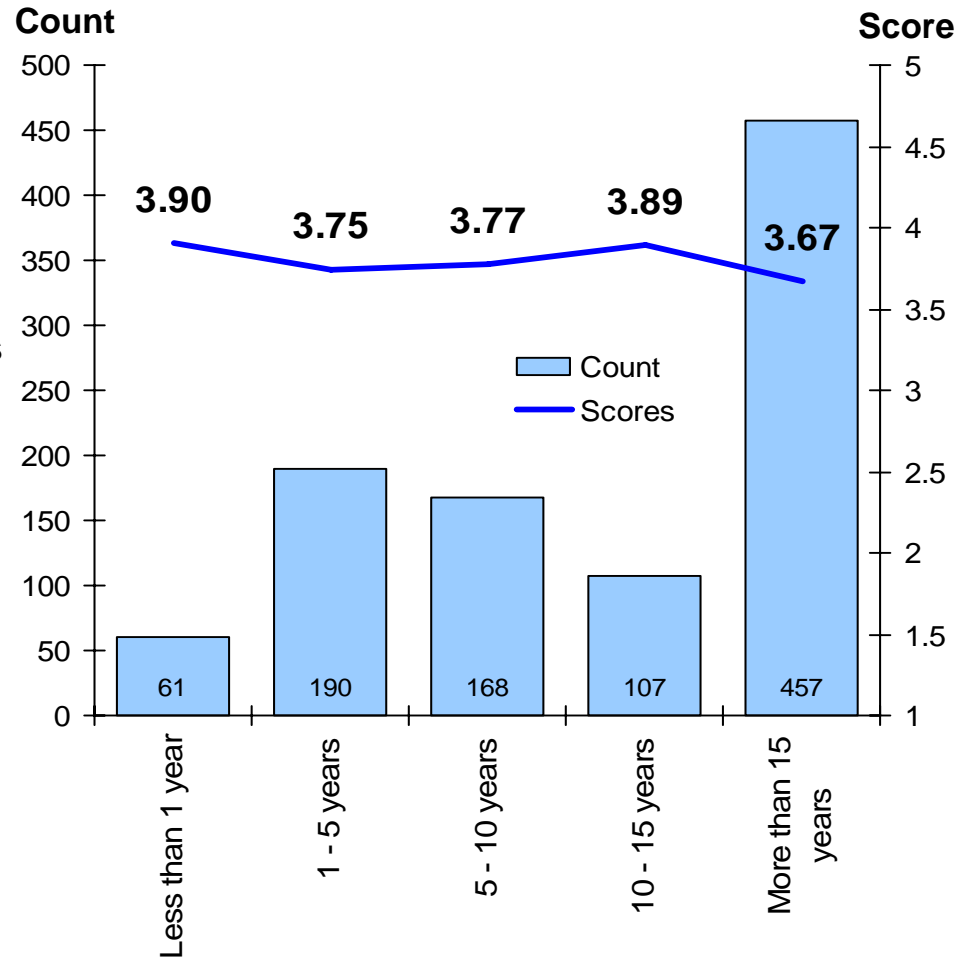
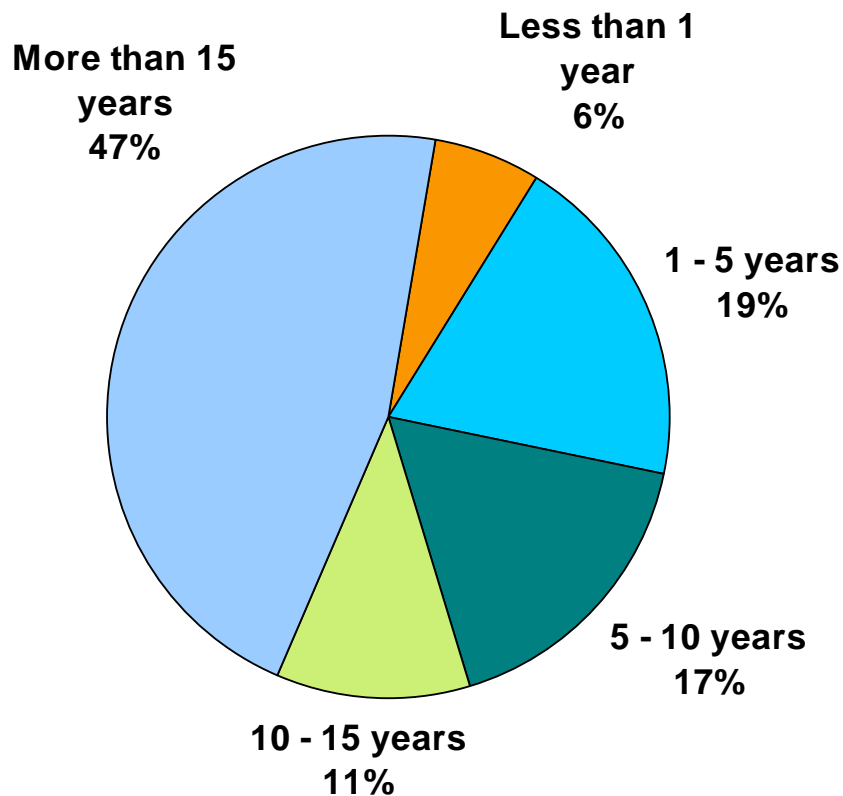
## Overall Composite score, criteria scores and counts





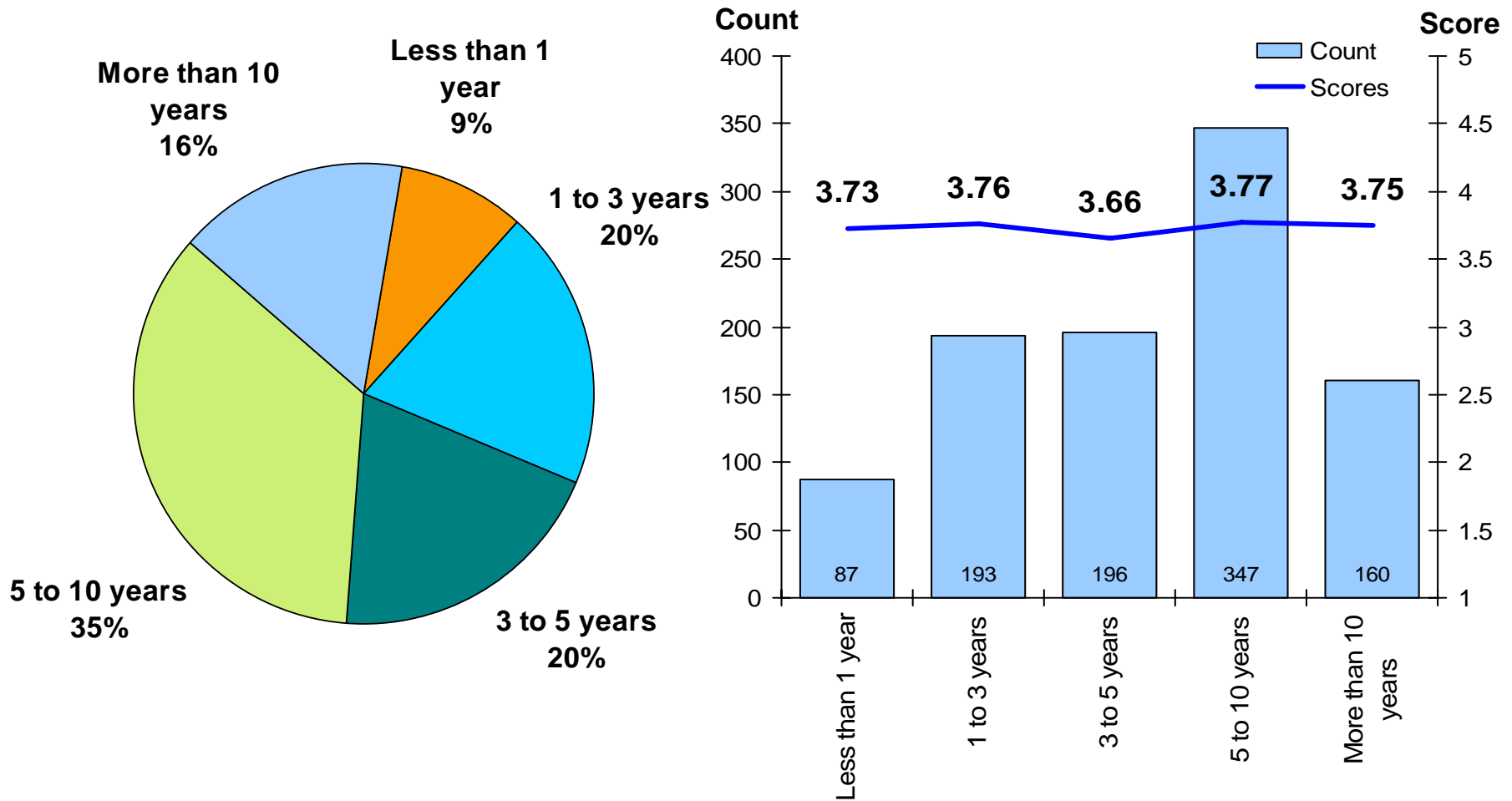
# ADAPT-to-MMIS interface – Scores and Counts

## Length worked for VSSS



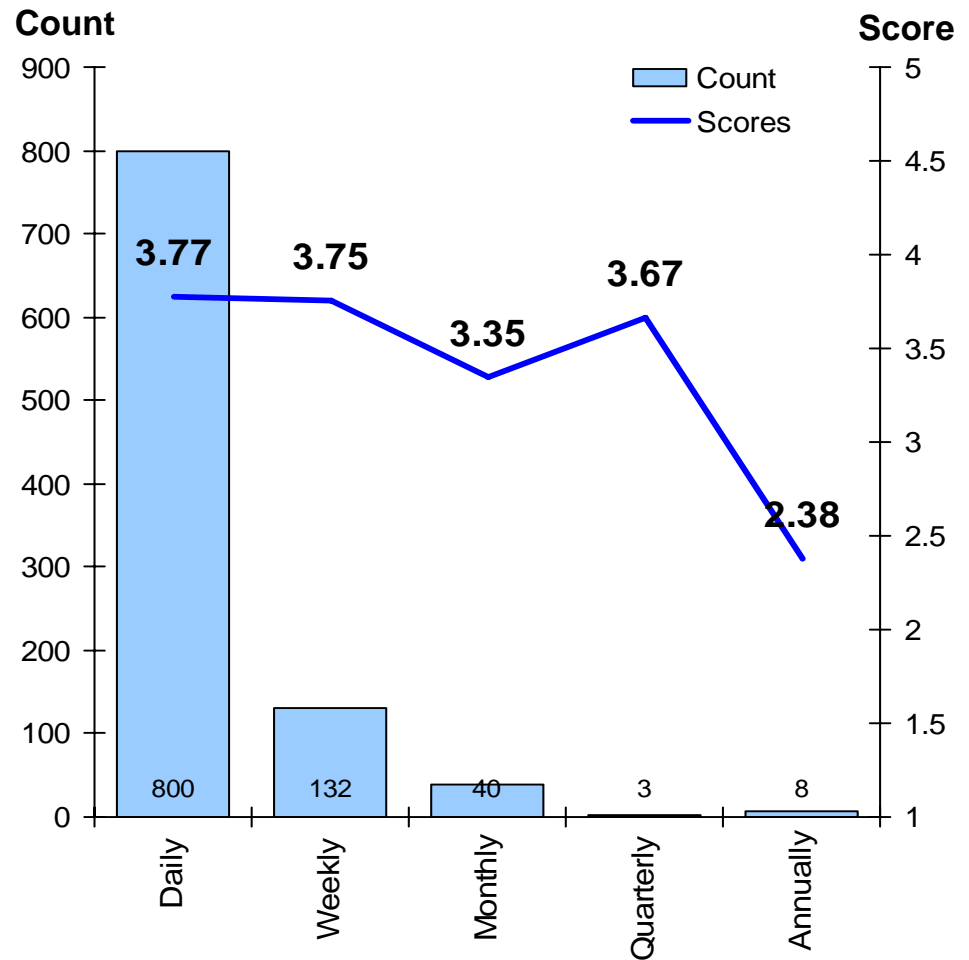
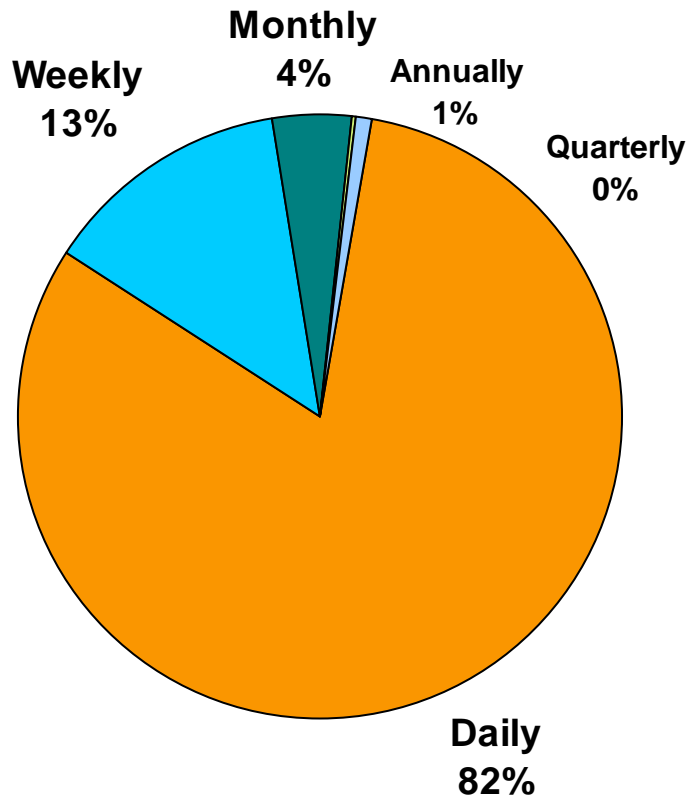
# ADAPT-to-MMIS interface – Scores and Counts

## Length using application



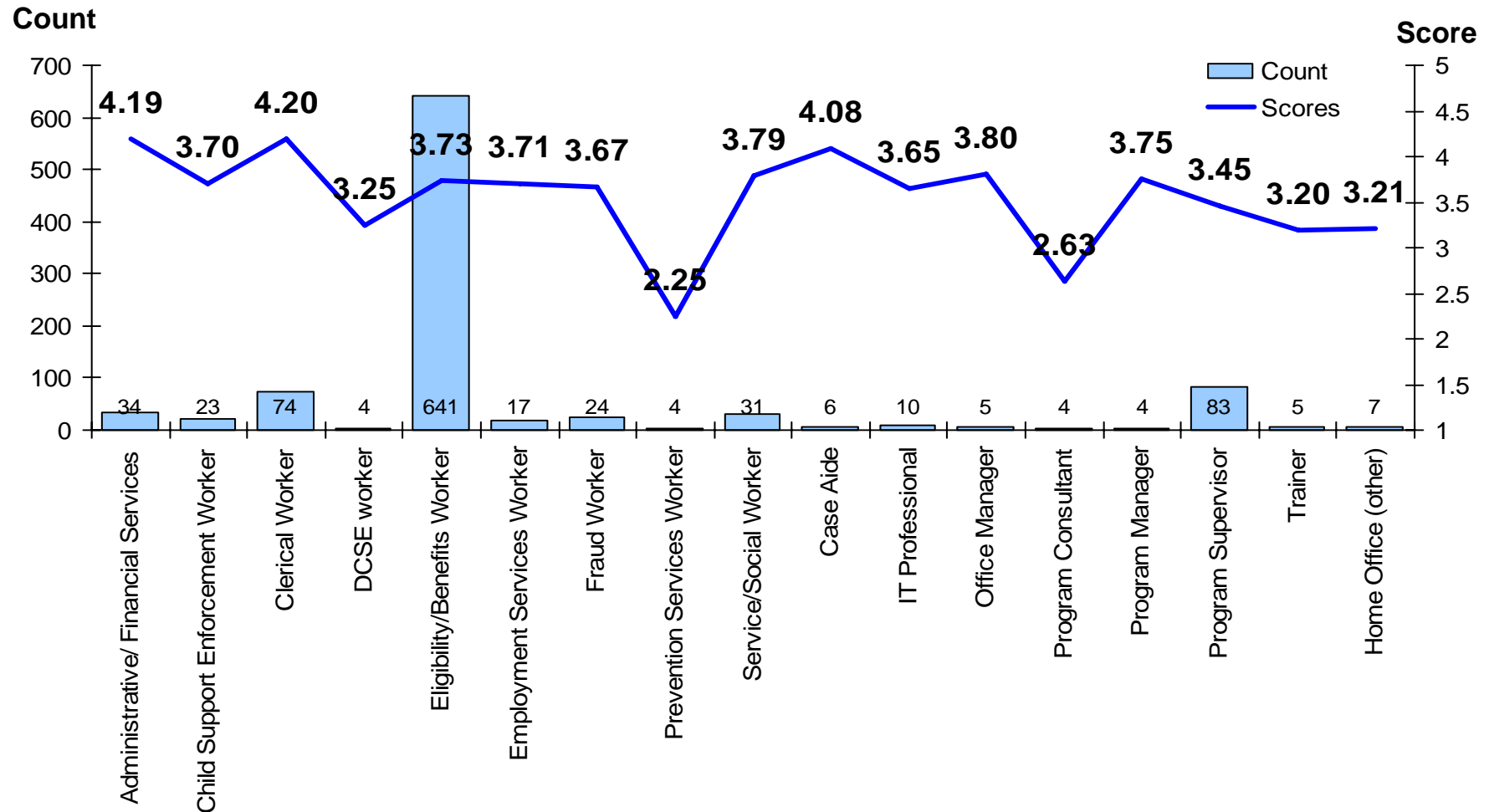
# ADAPT-to-MMIS interface – Scores and Counts

## How often use application



# ADAPT-to-MMIS interface – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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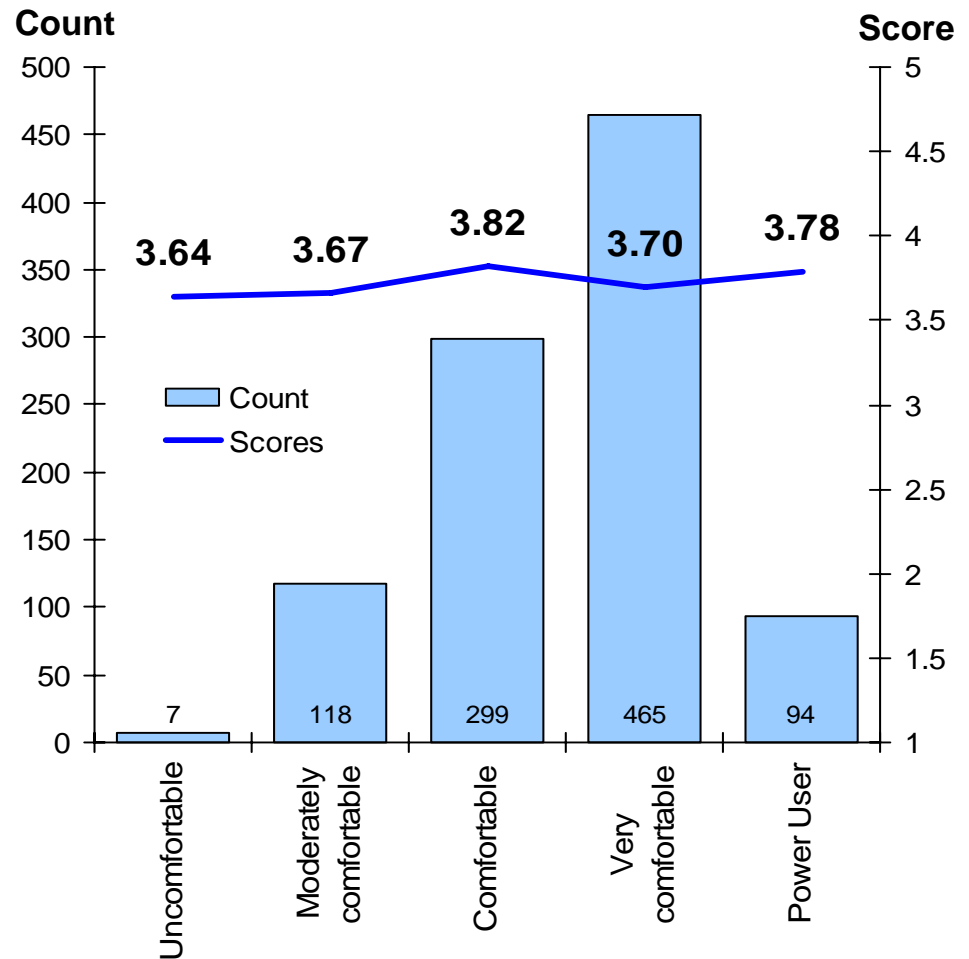
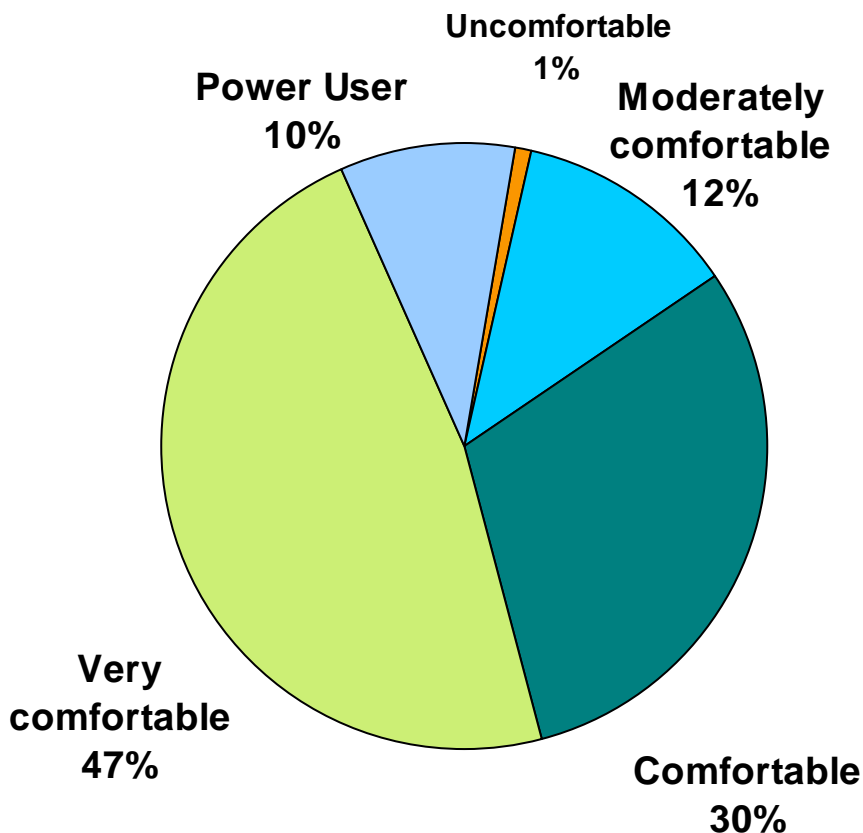
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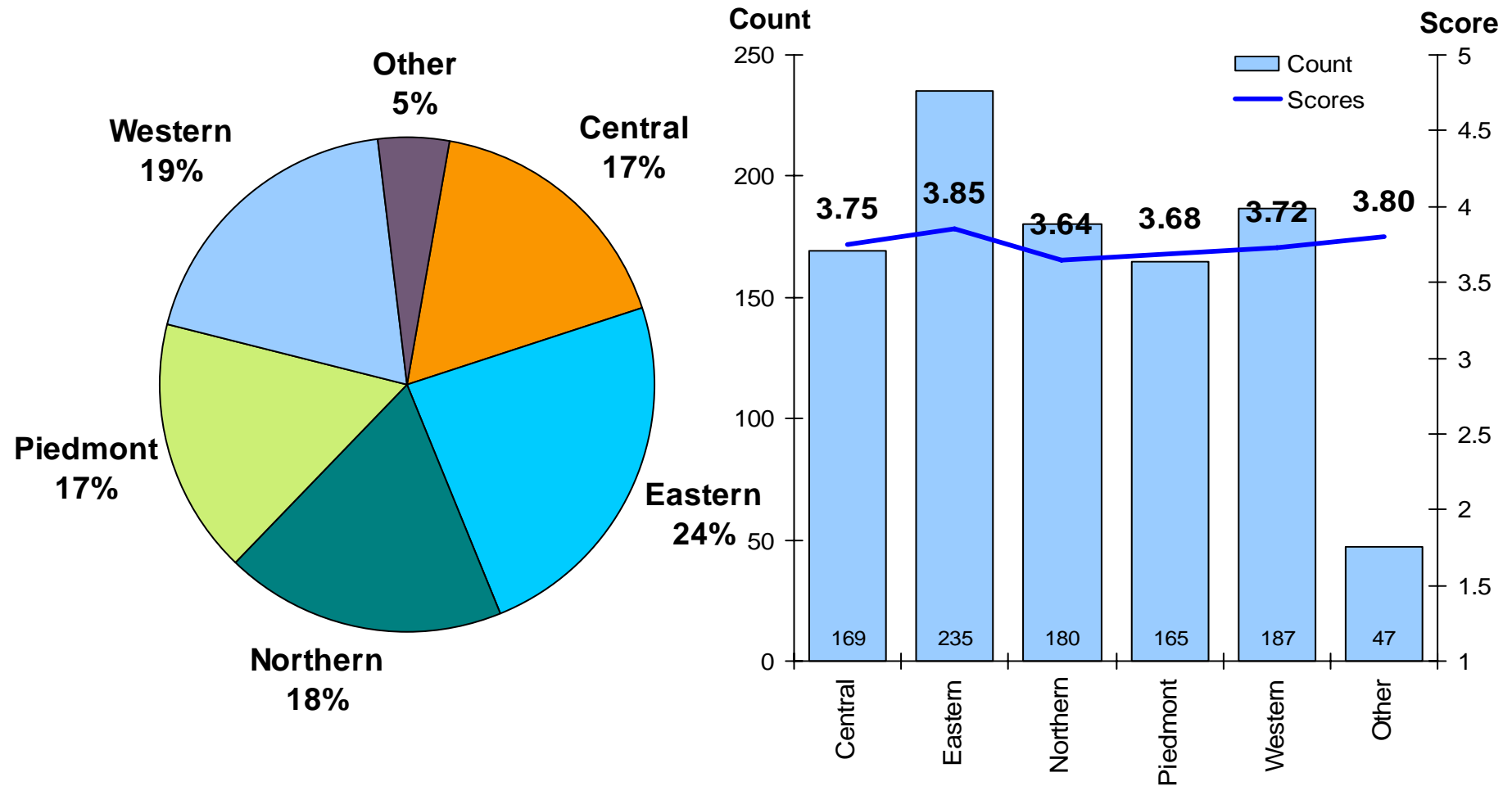
# ADAPT-to-MMIS interface – Scores and Counts

## Computer proficiency



# ADAPT-to-MMIS interface – Scores and Counts

## Region





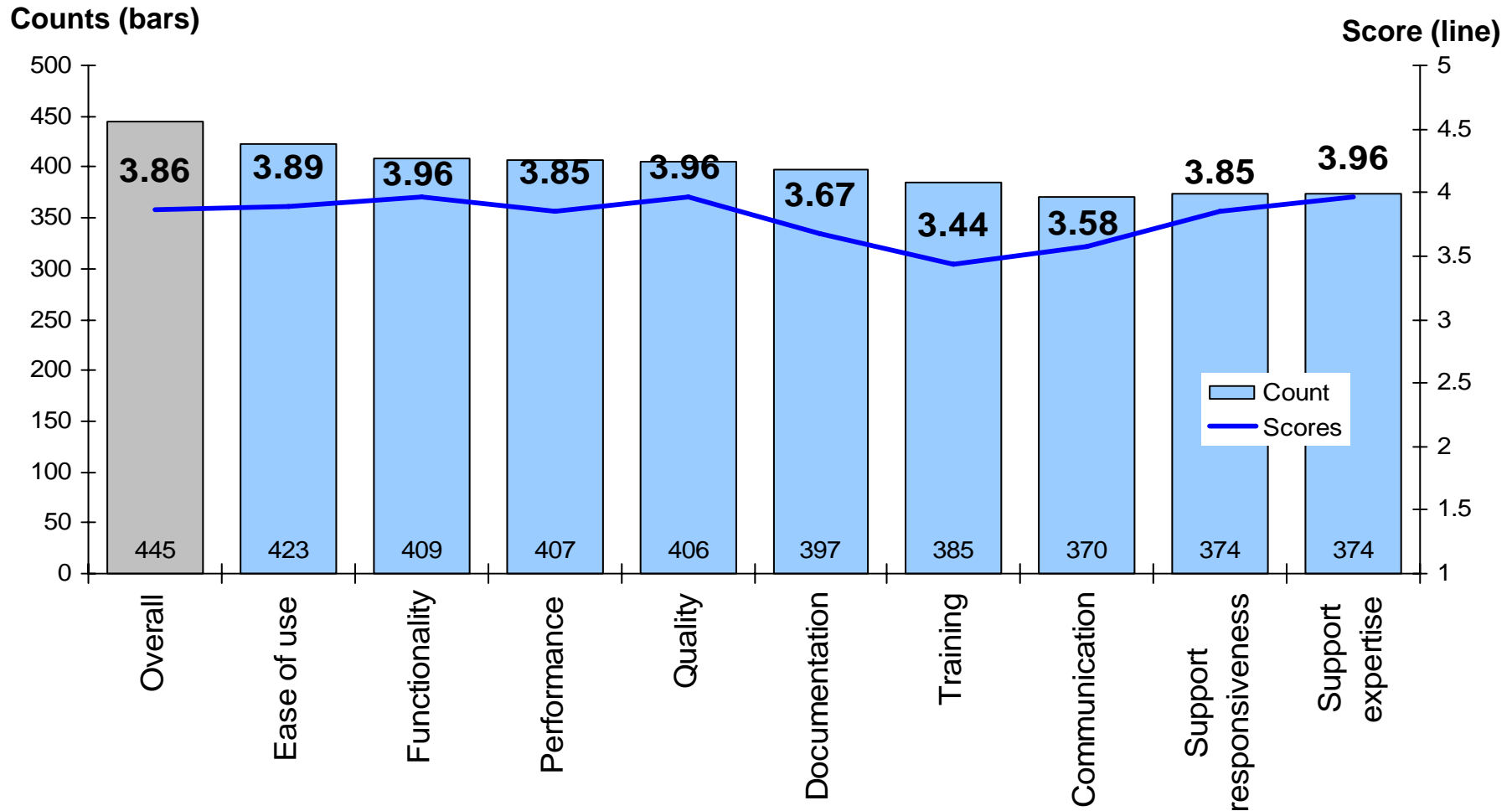
# APECS

Overalls Scores and Counts

Demographic Scores and Counts

# APECS – Overall Scores and Counts

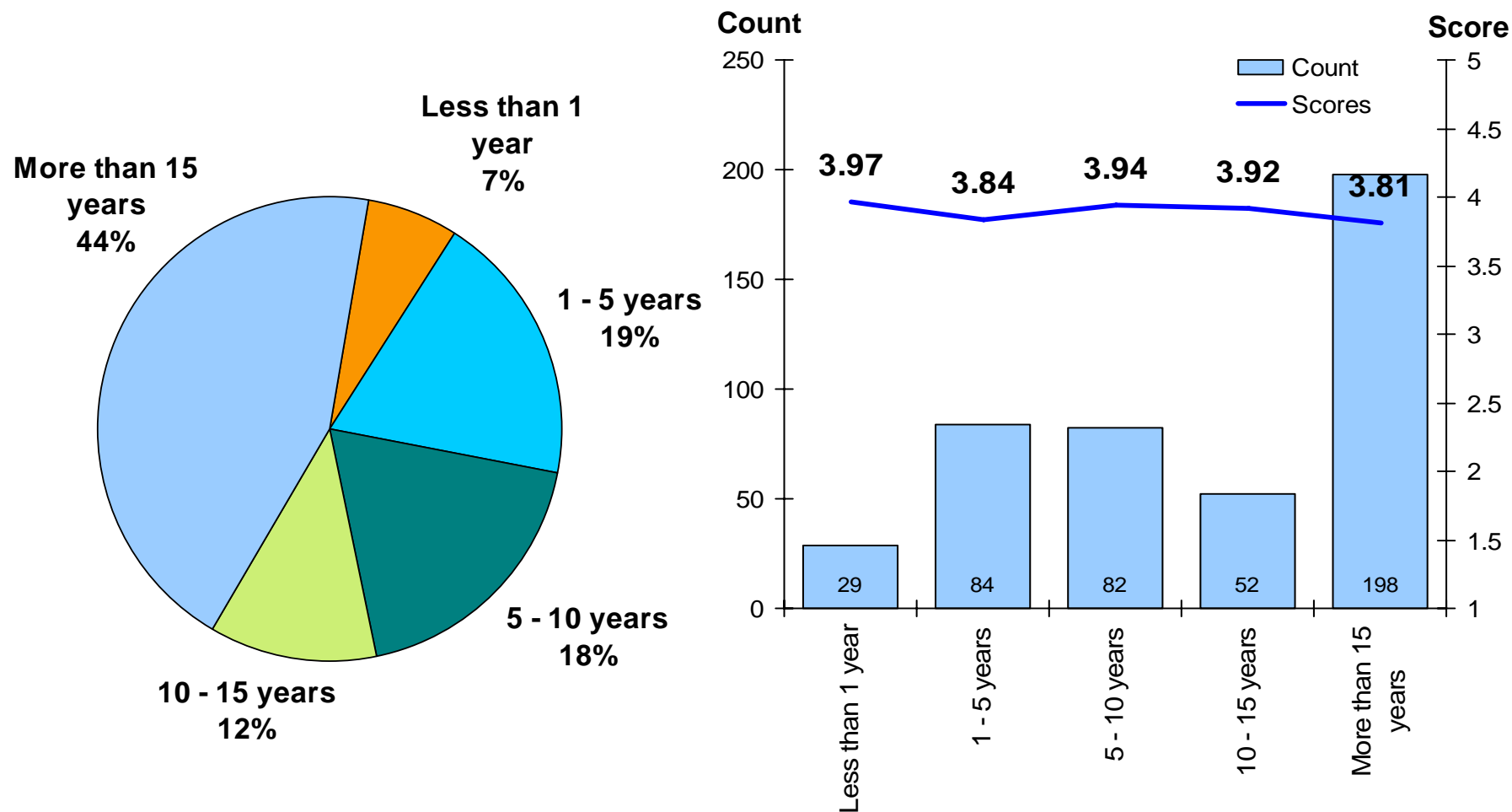
## Overall Composite score, criteria scores and counts





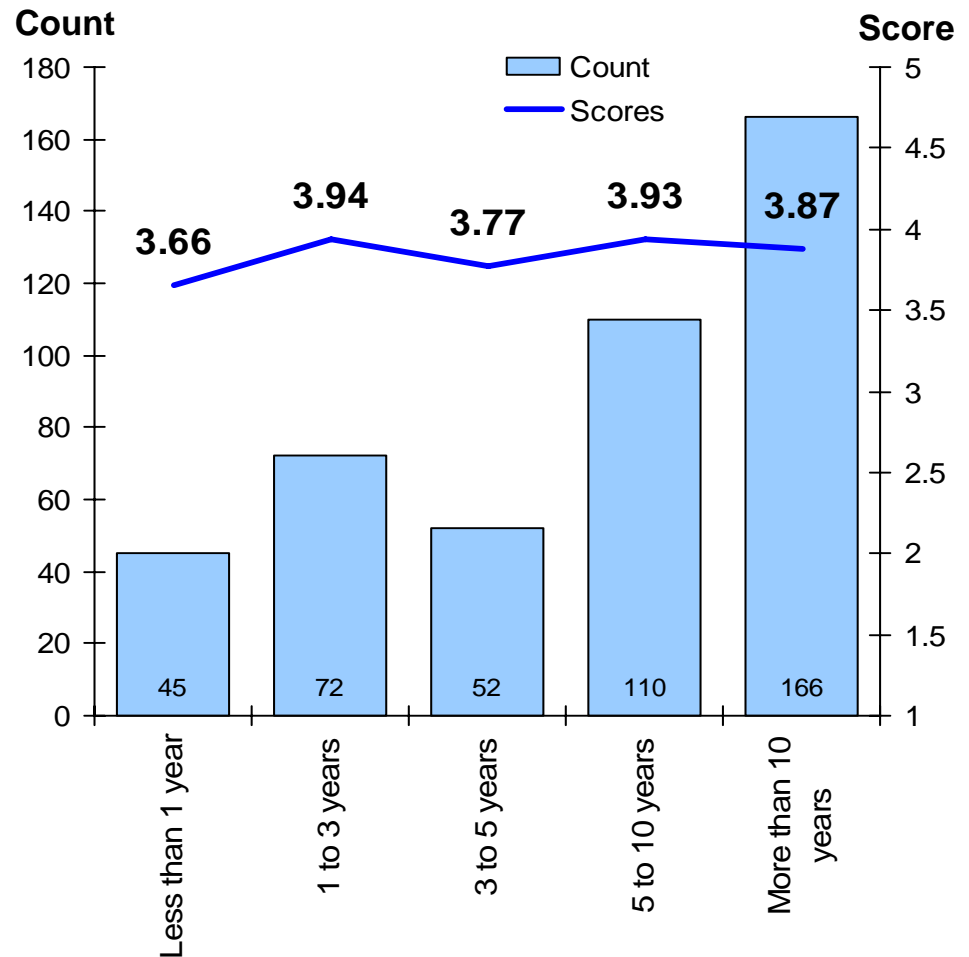
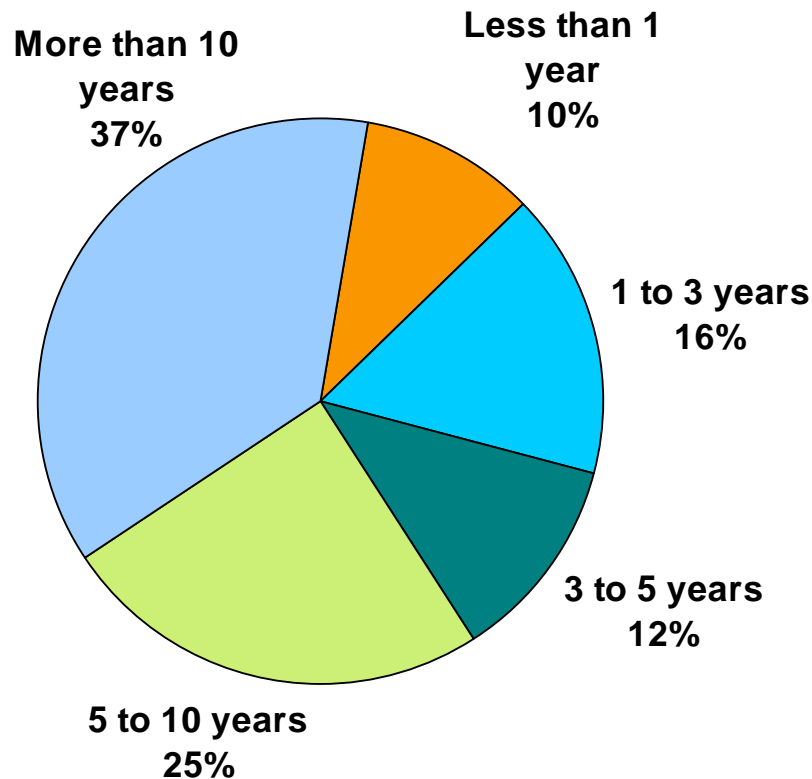
# APECS – Scores and Counts

## Length worked for VSSS



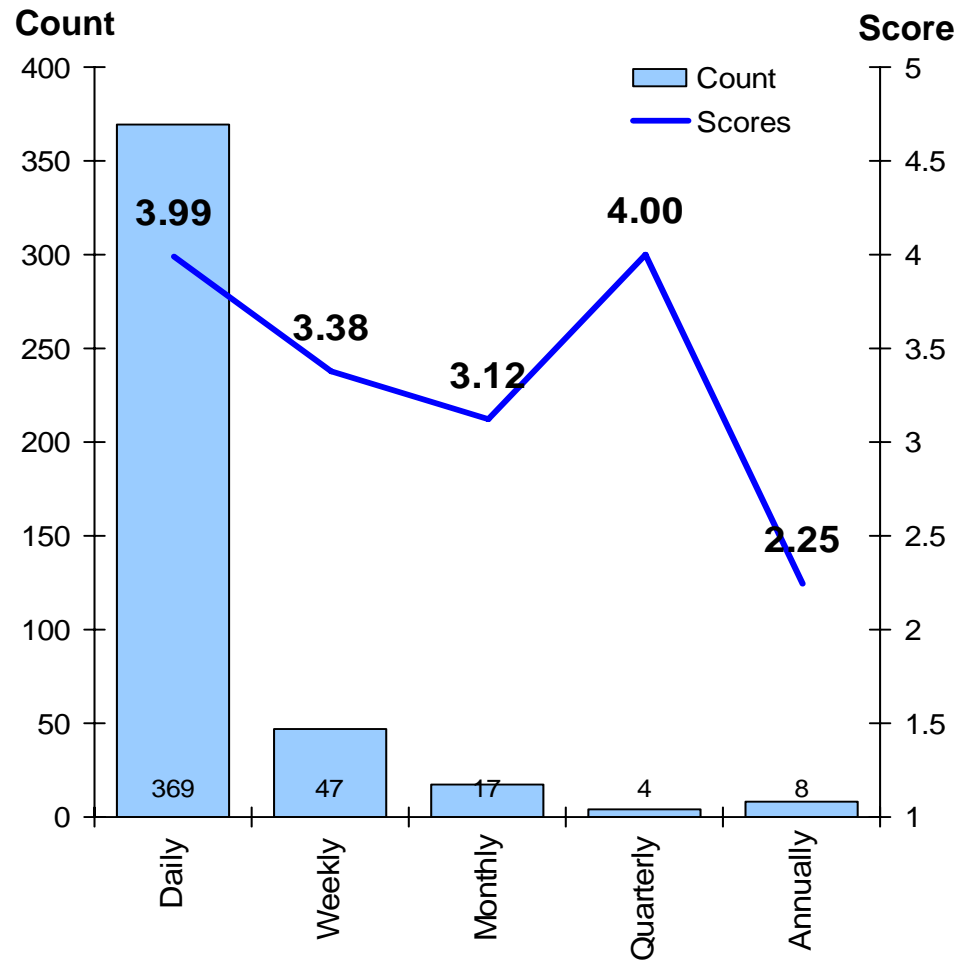
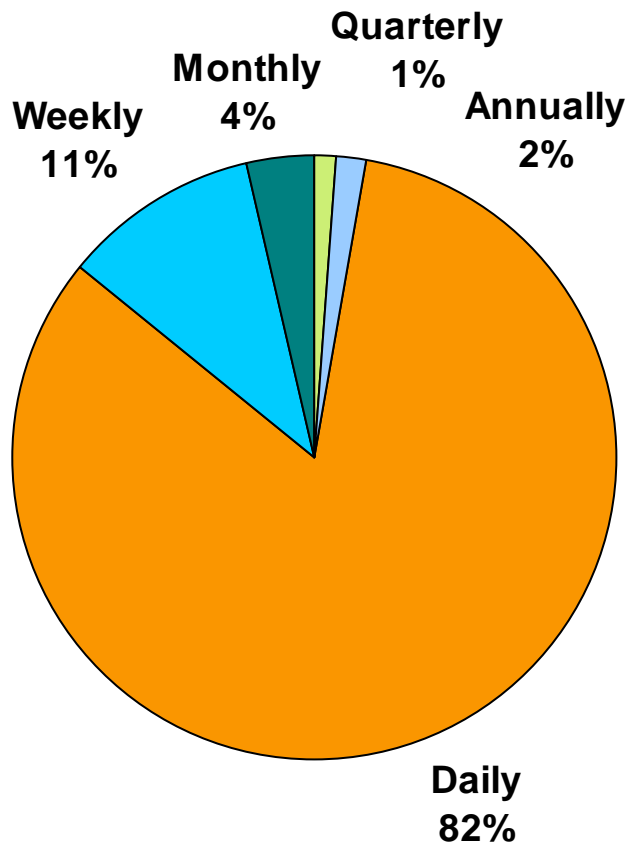
# APECS – Scores and Counts

## Length using application



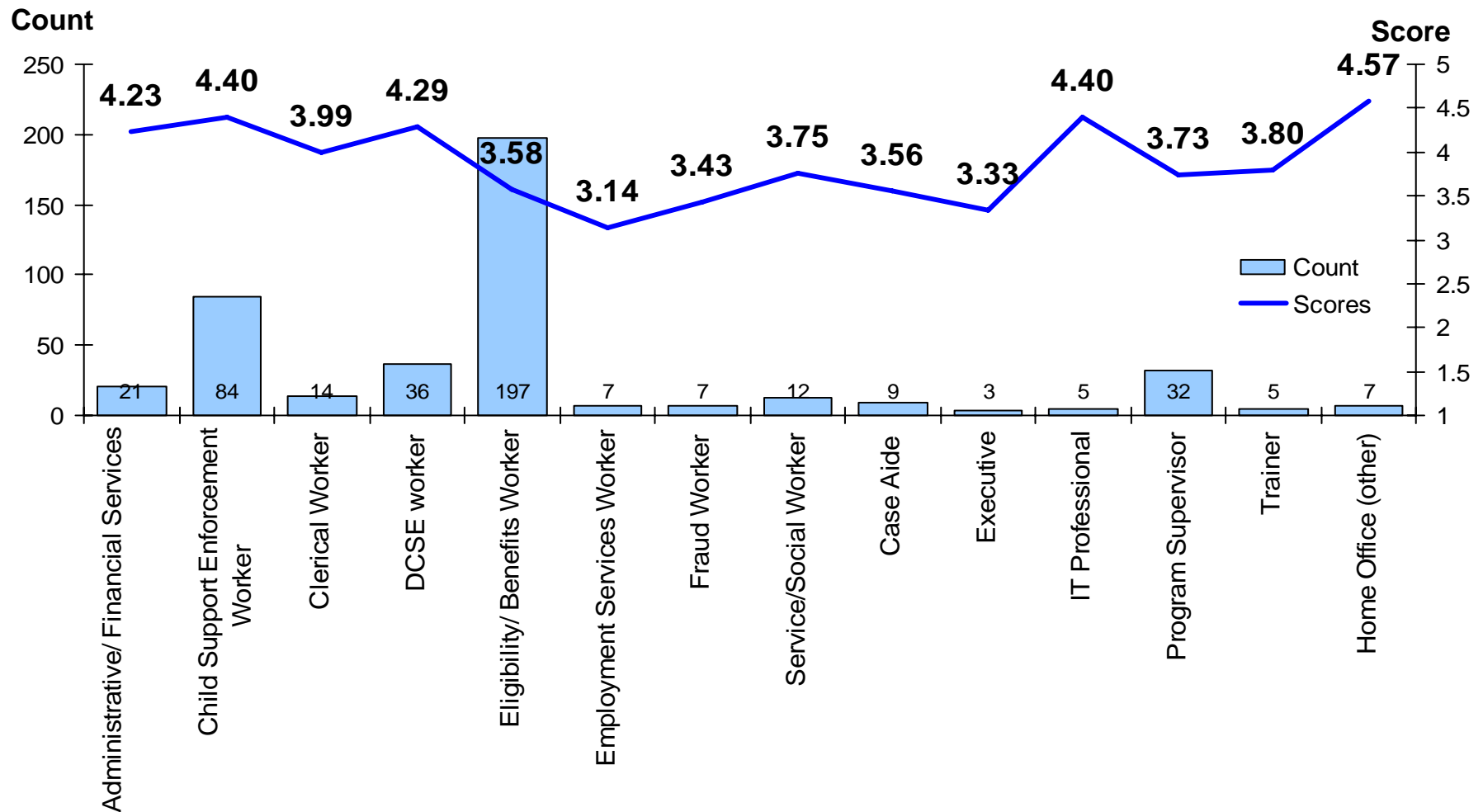
# APECS – Scores and Counts

## How often use application



# APECS – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

For internal use of VSSS only.

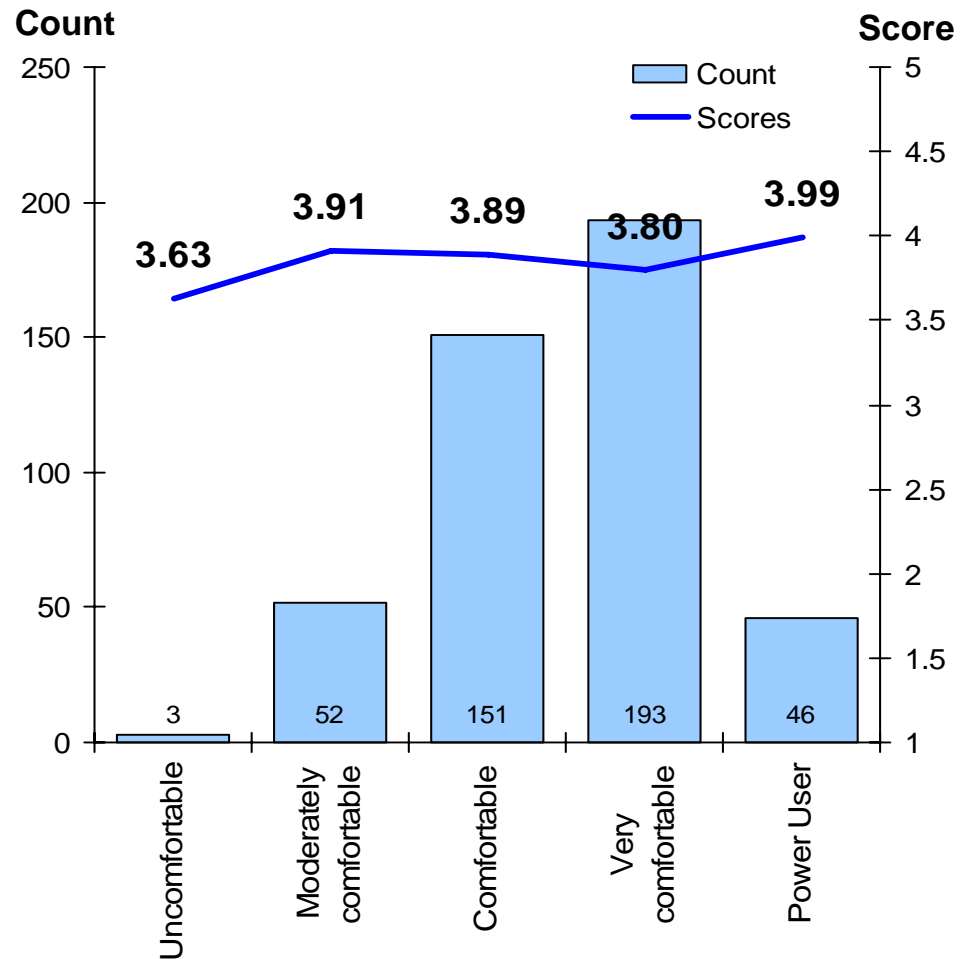
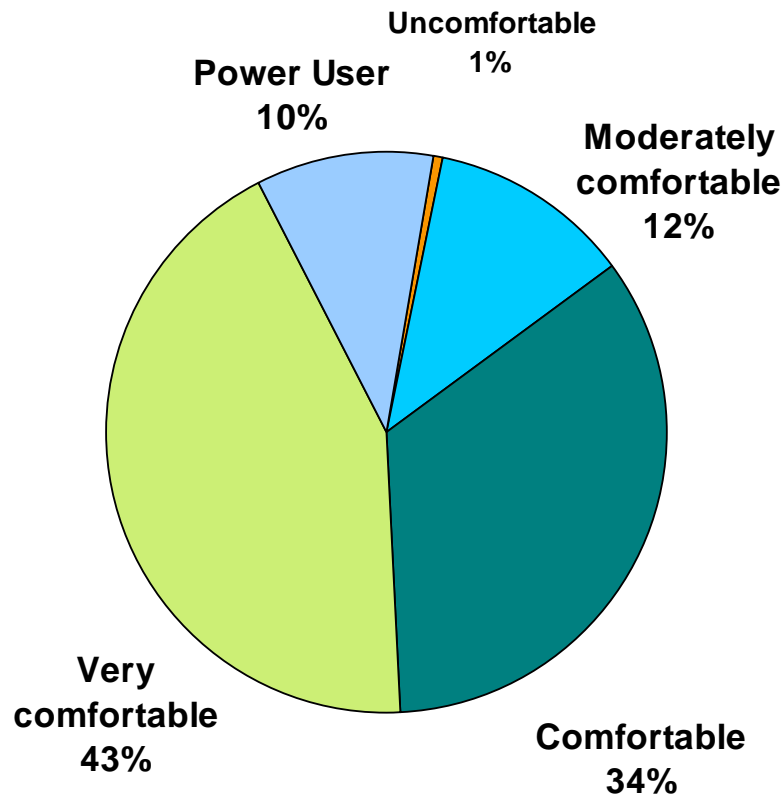
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# APECS – Scores and Counts

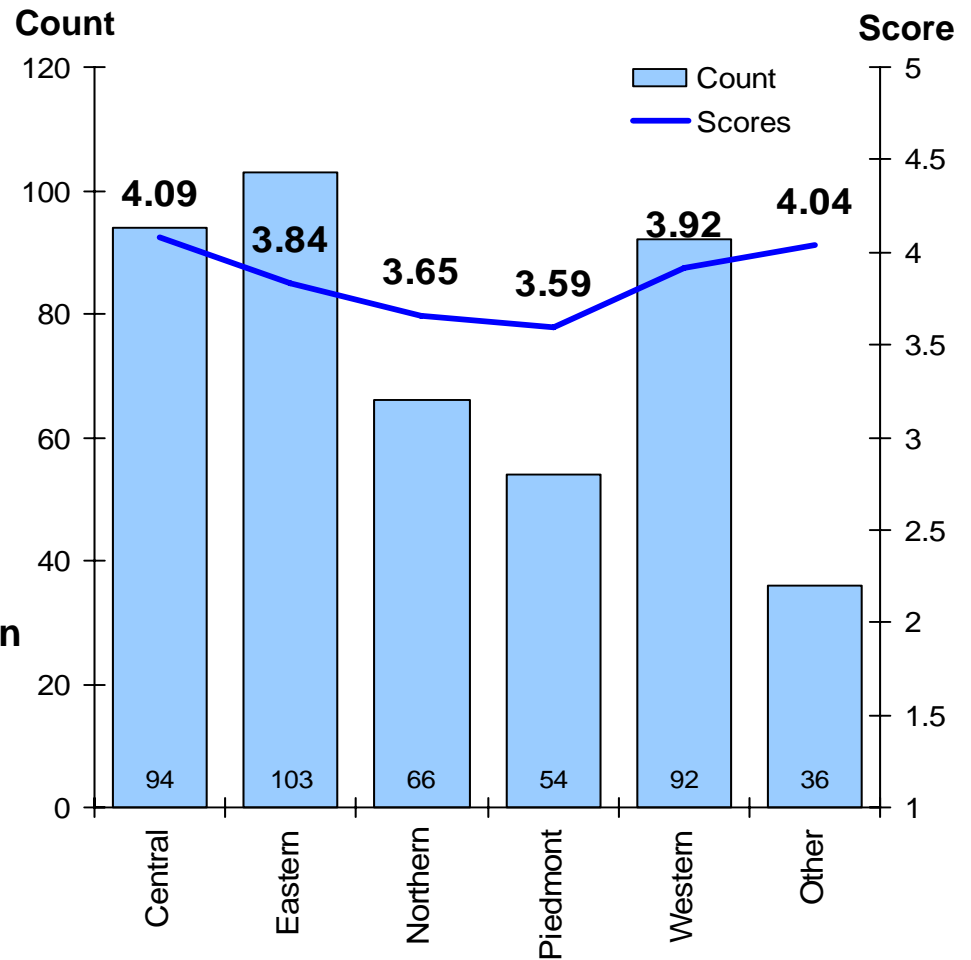
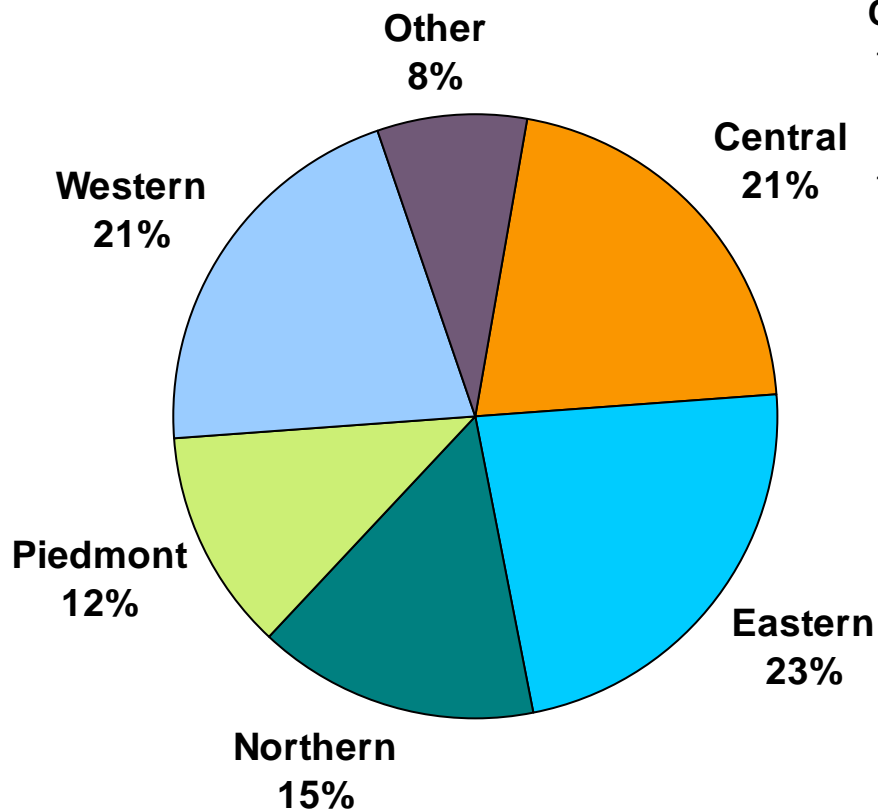
## Computer proficiency





# APECS – Scores and Counts

## Region





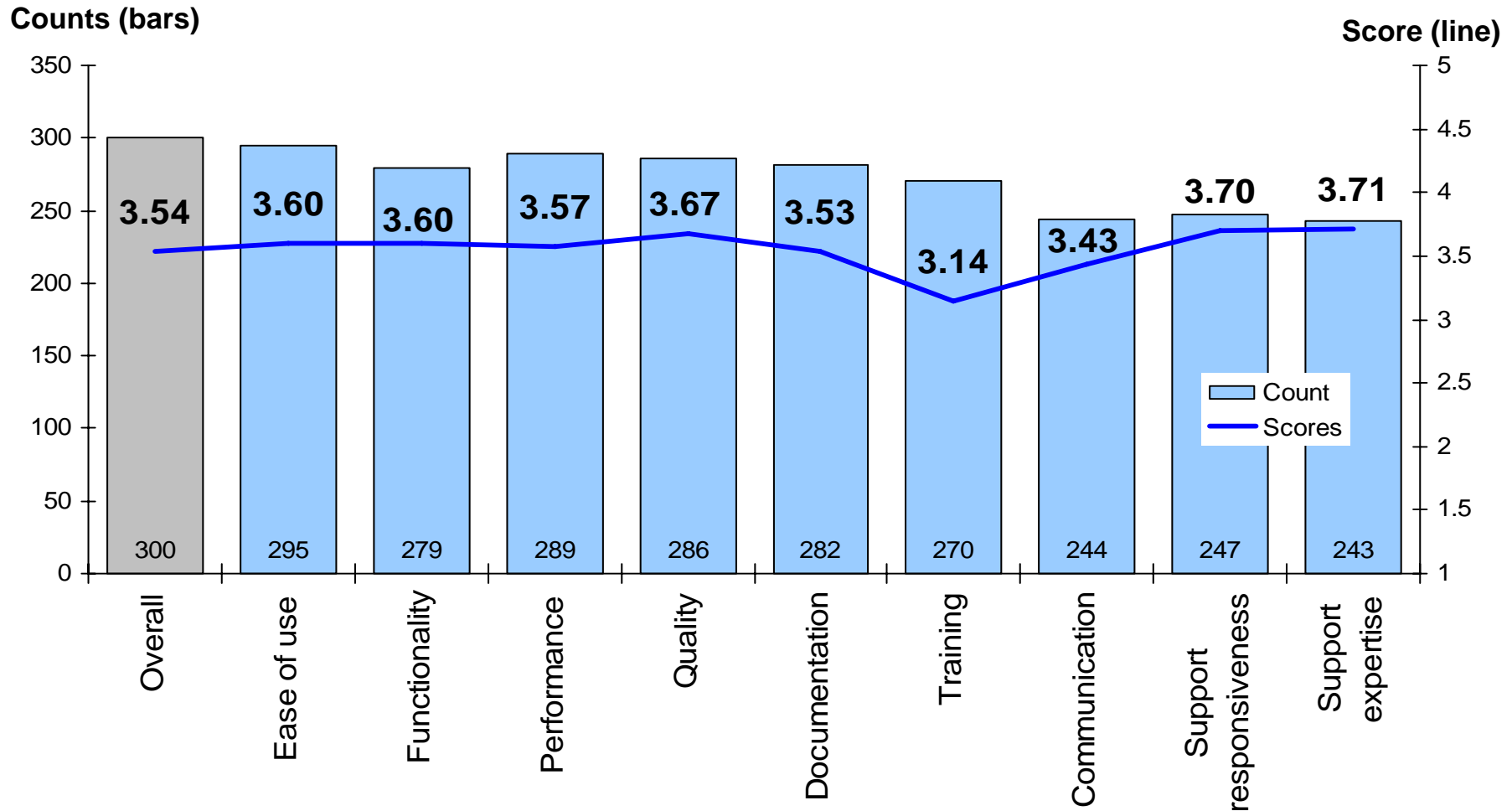
# ASAPS

Overalls Scores and Counts

Demographic Scores and Counts

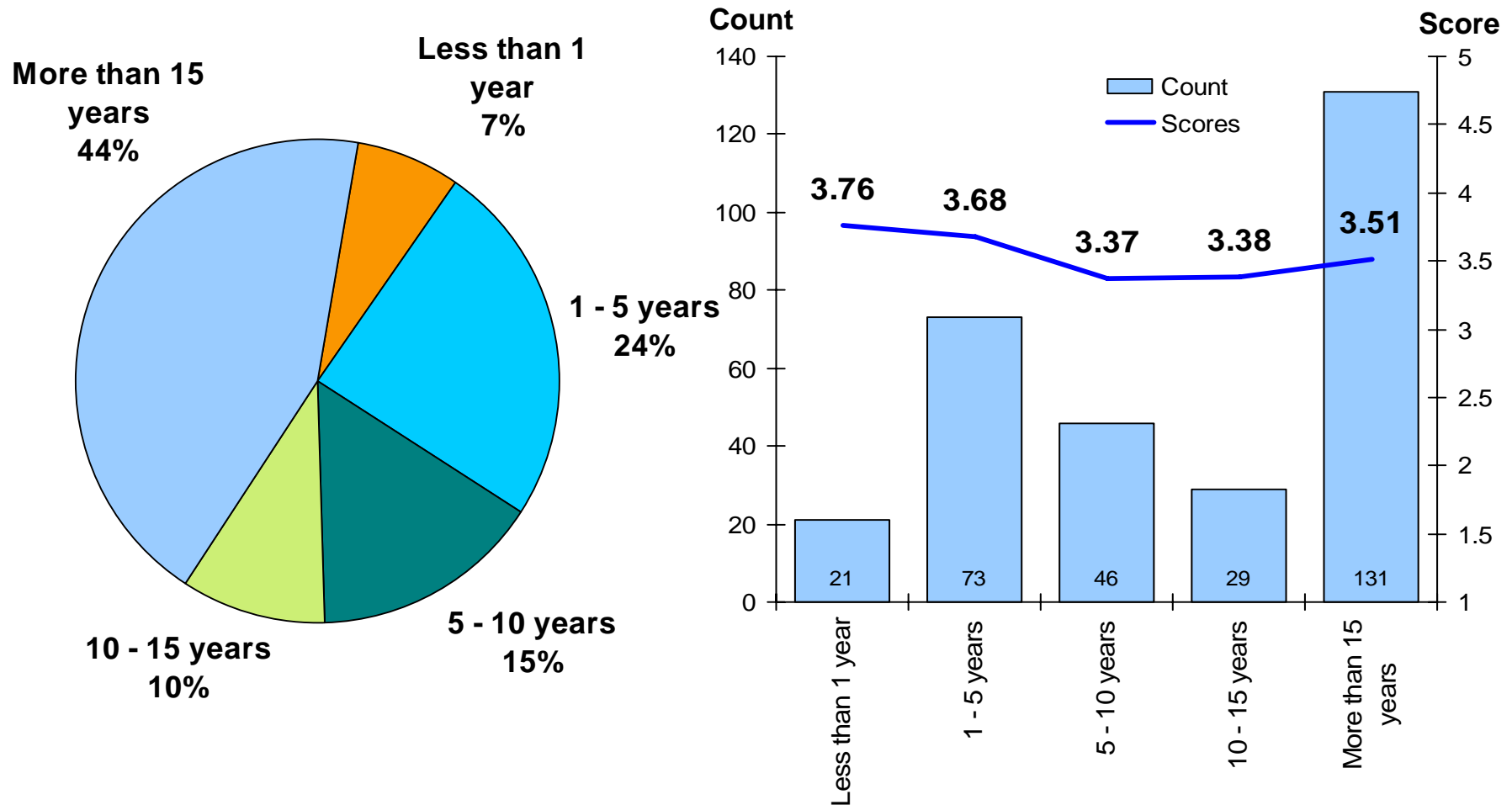
# ASAPS – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



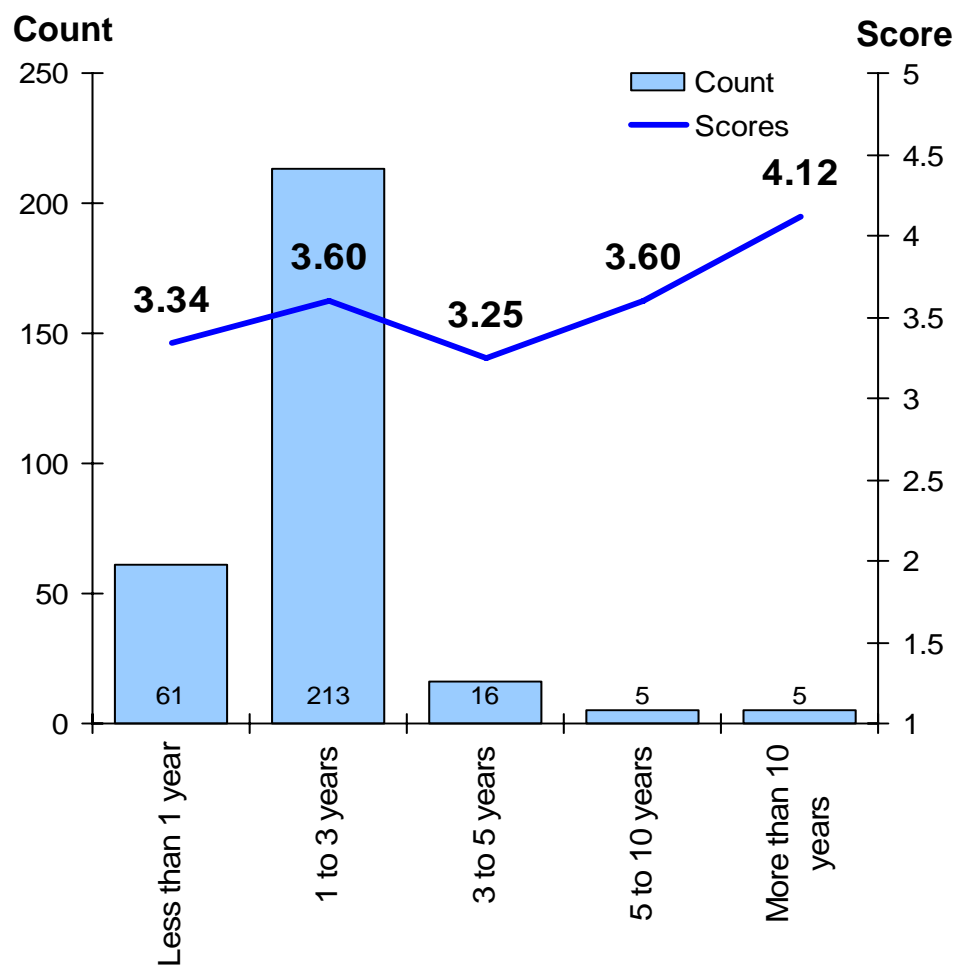
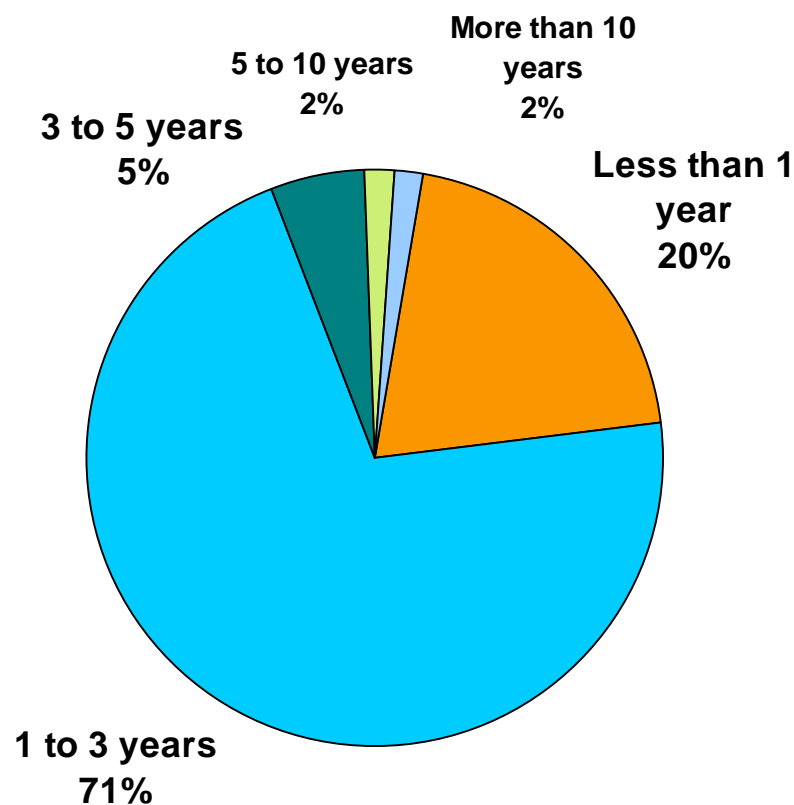
# ASAPS – Scores and Counts

## Length worked for VSSS



# ASAPS – Scores and Counts

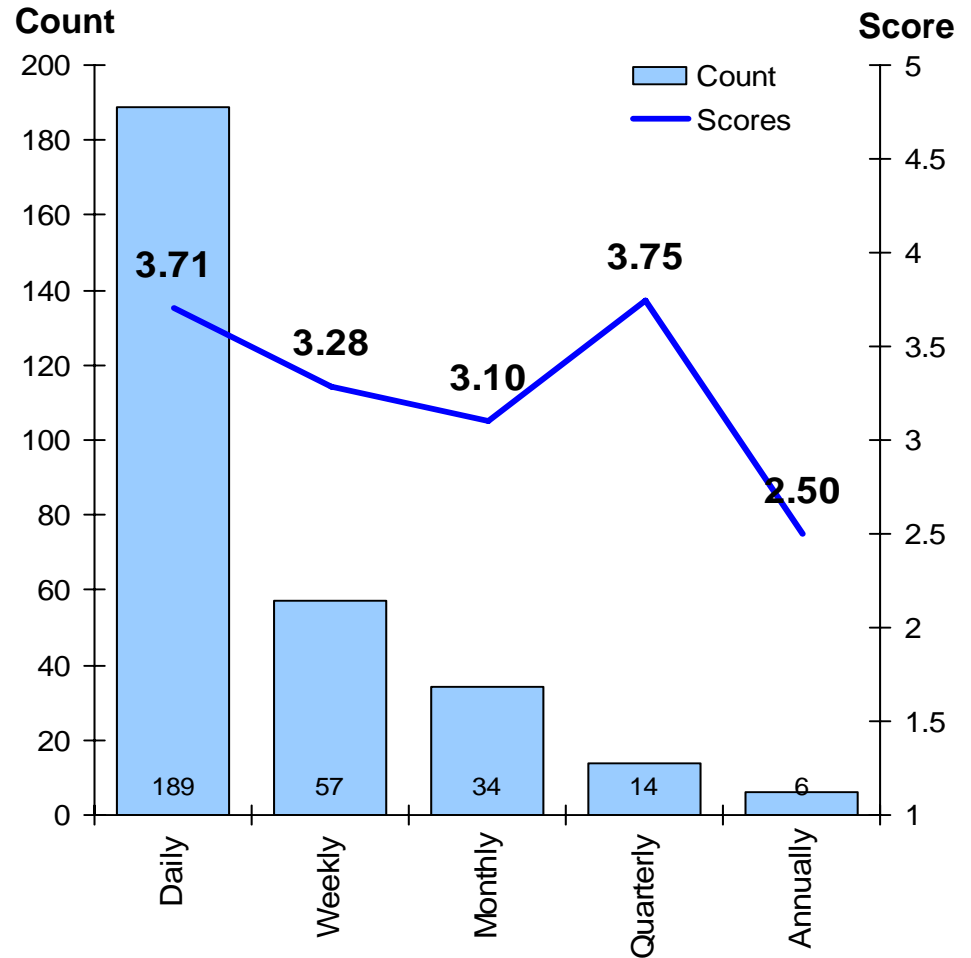
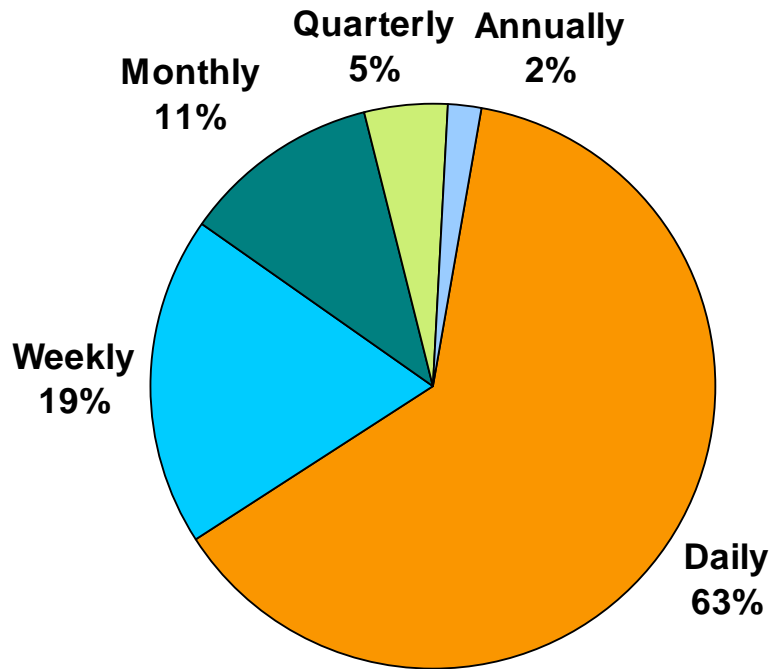
## Length using application





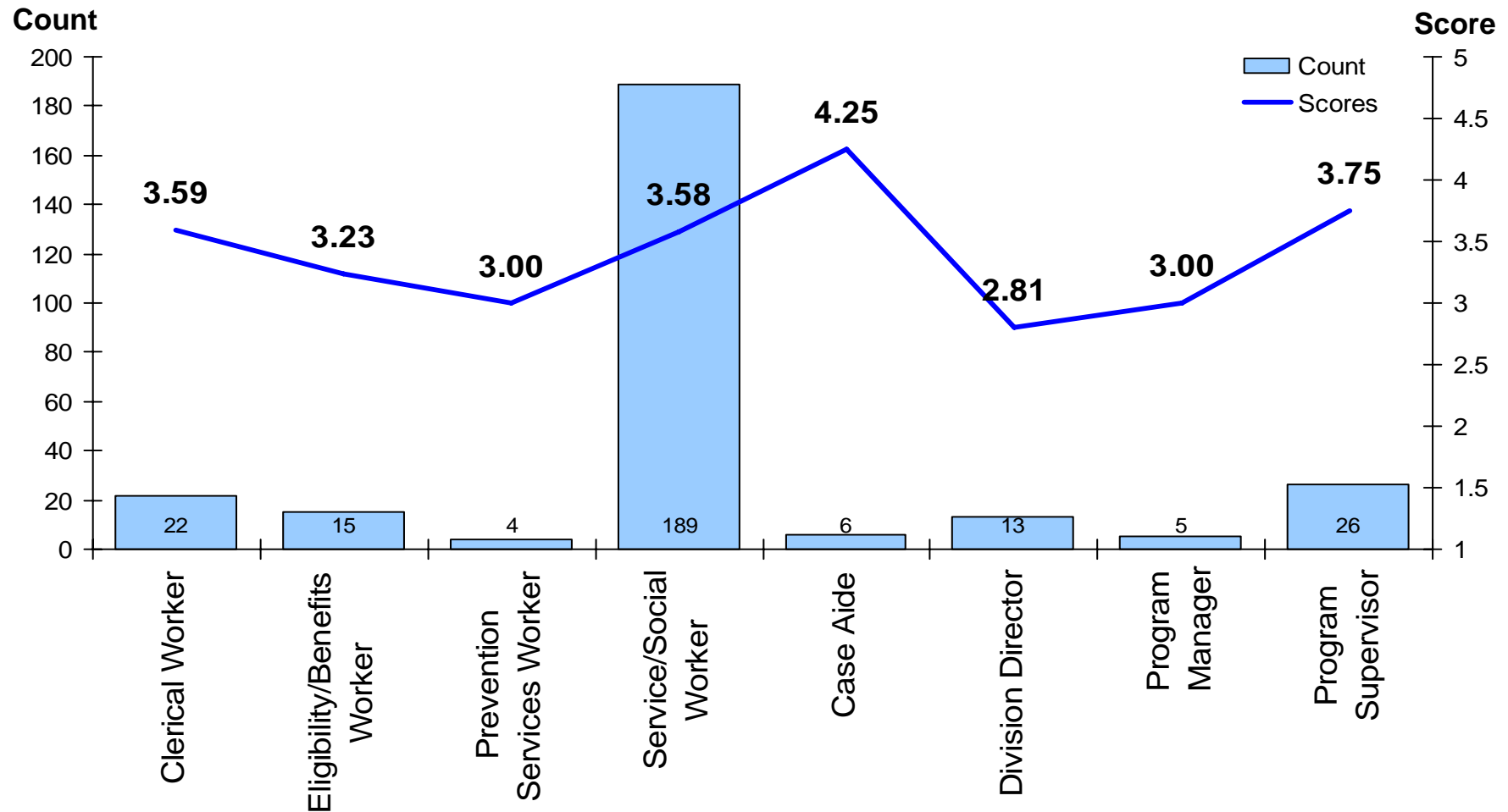
# ASAPS – Scores and Counts

How often use application



# ASAPS – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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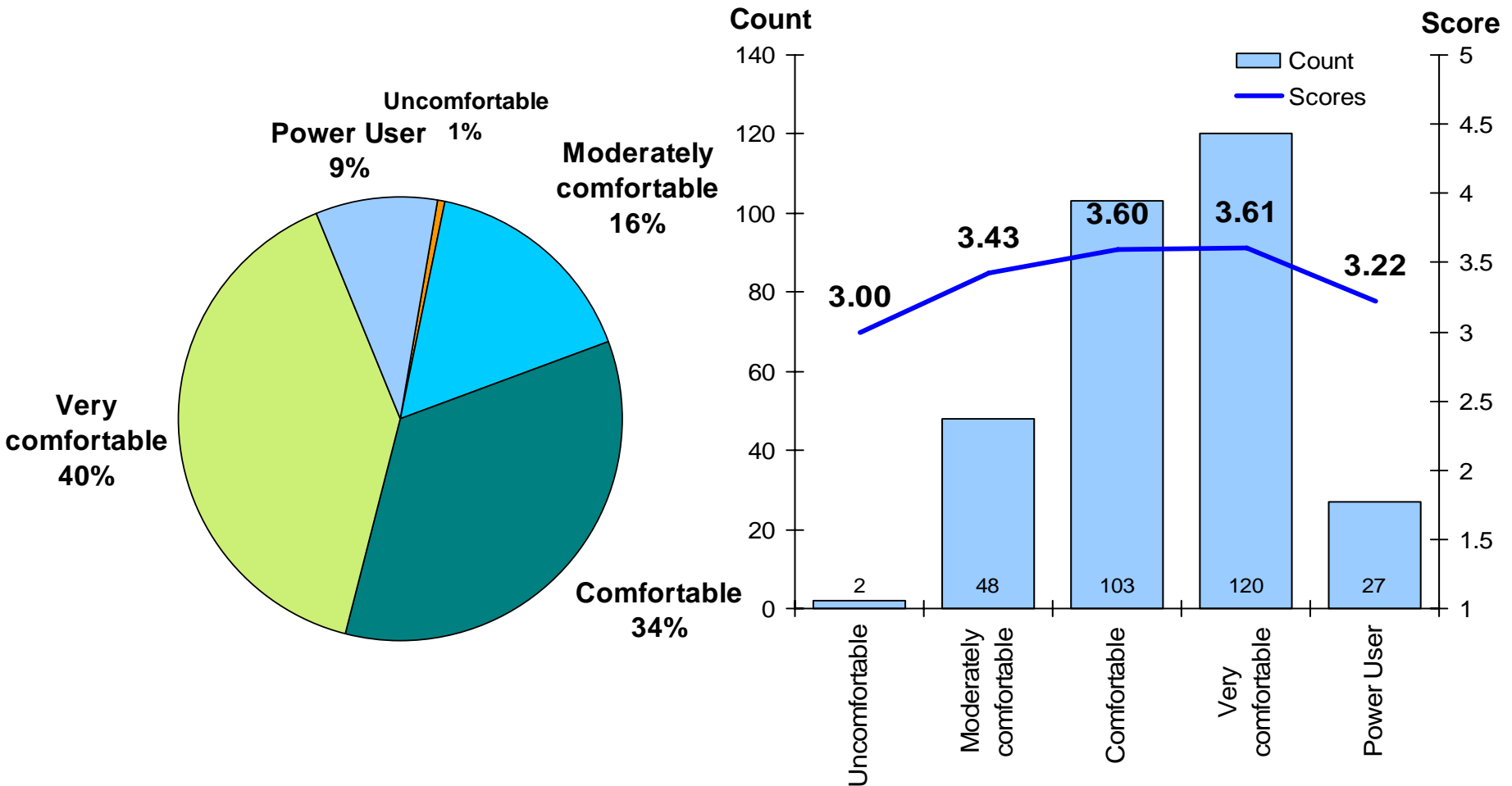
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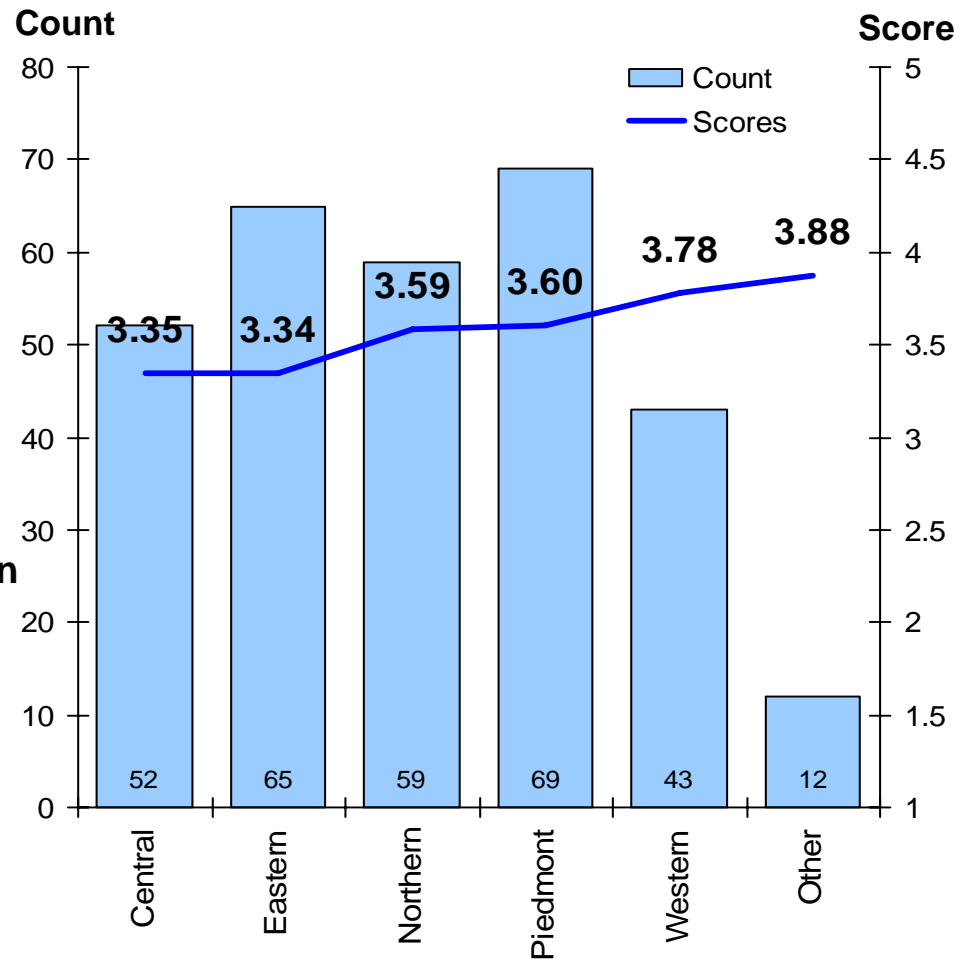
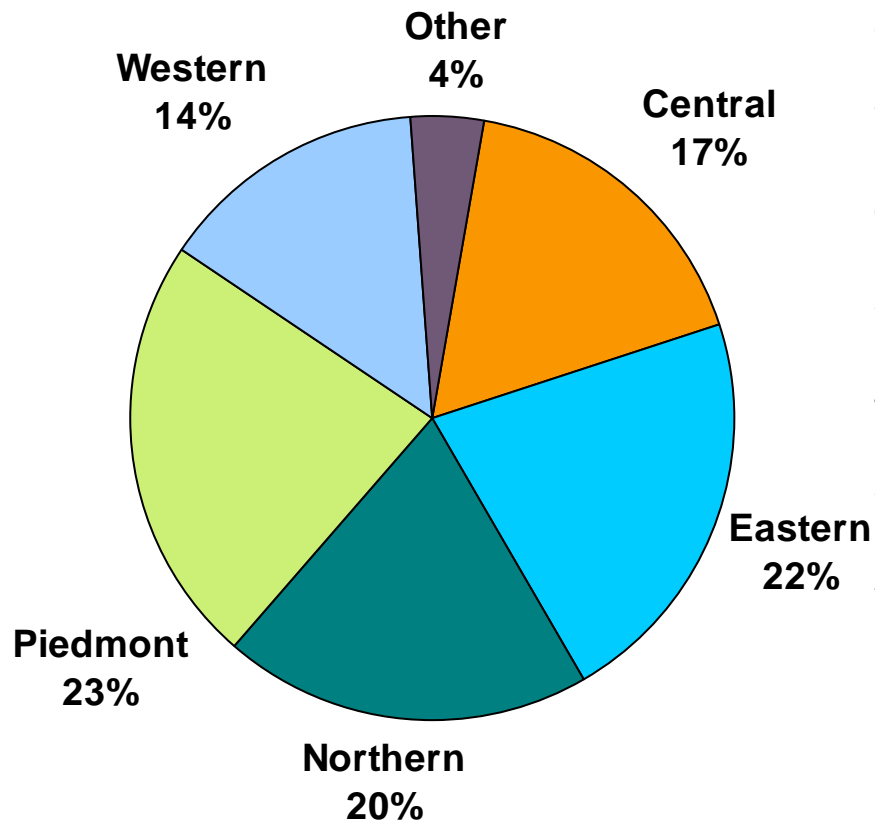
# ASAPS – Scores and Counts

## Computer proficiency



# ASAPS – Scores and Counts

## Region





## Data Warehouse

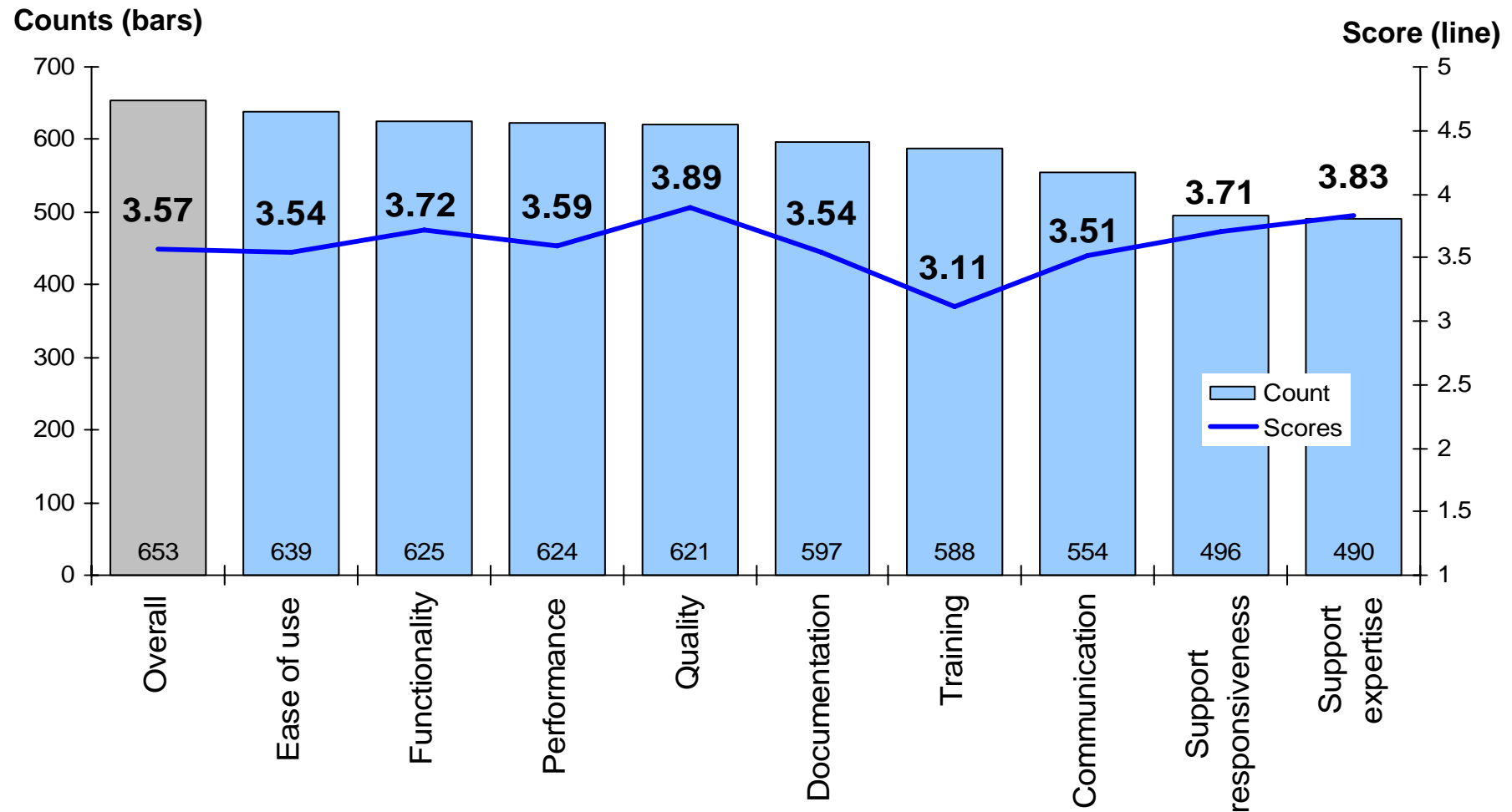
Overalls Scores and Counts

Demographic Scores and Counts



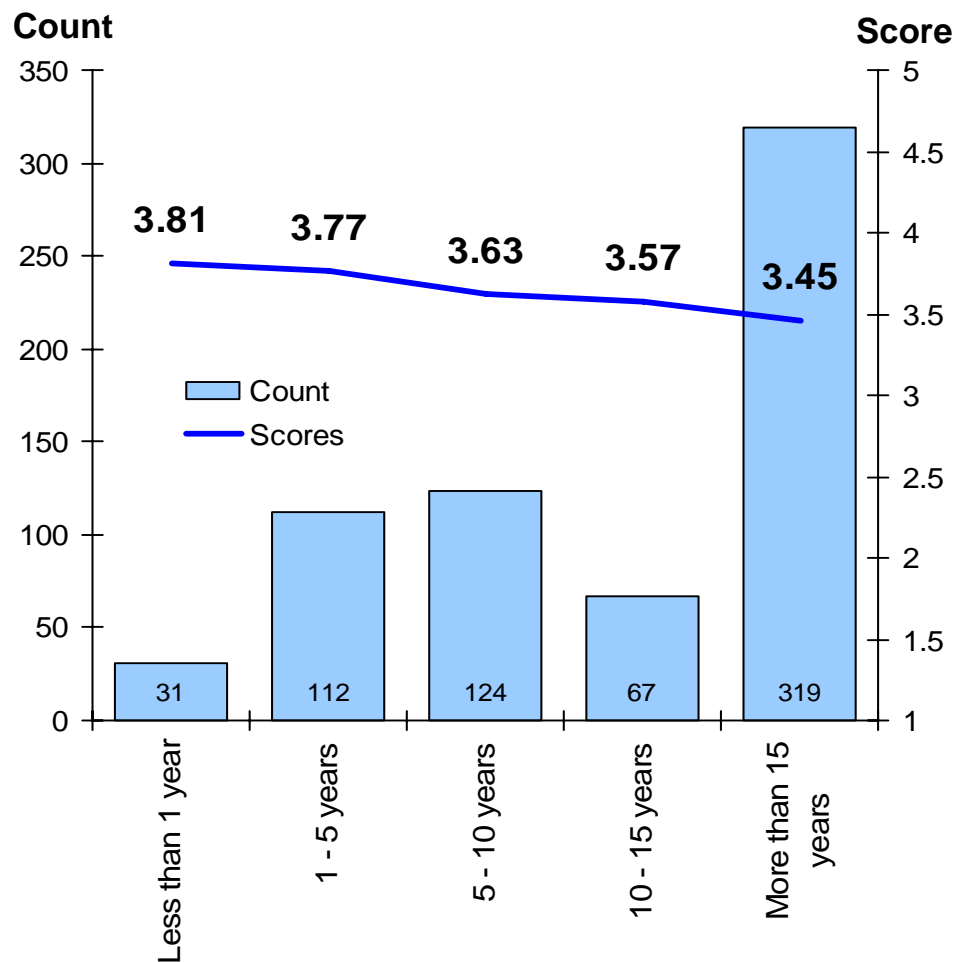
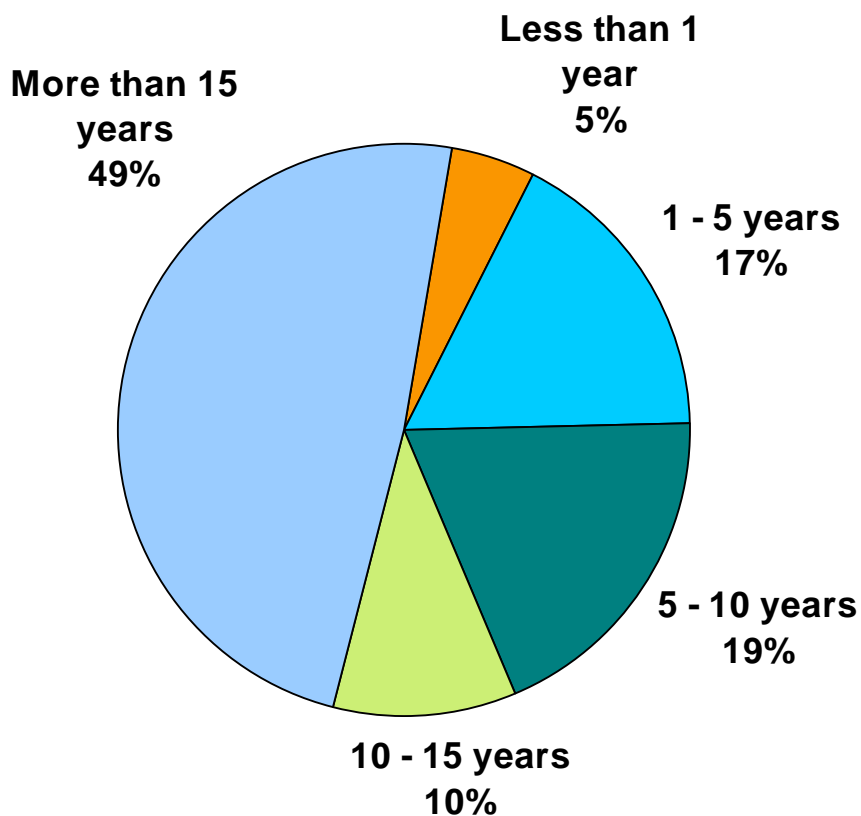
# Data Warehouse – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



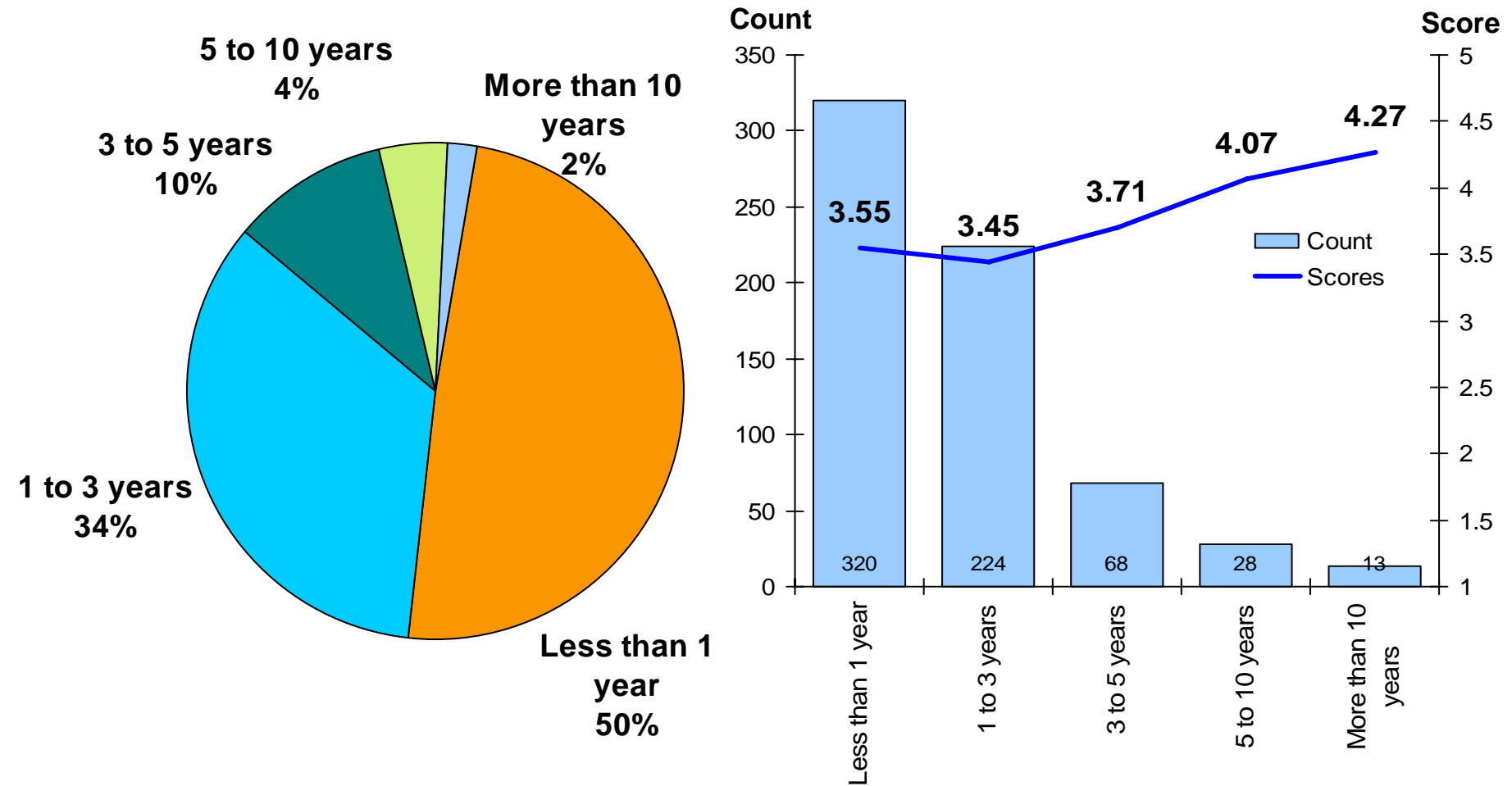
# Data Warehouse – Scores and Counts

## Length worked for VSSS



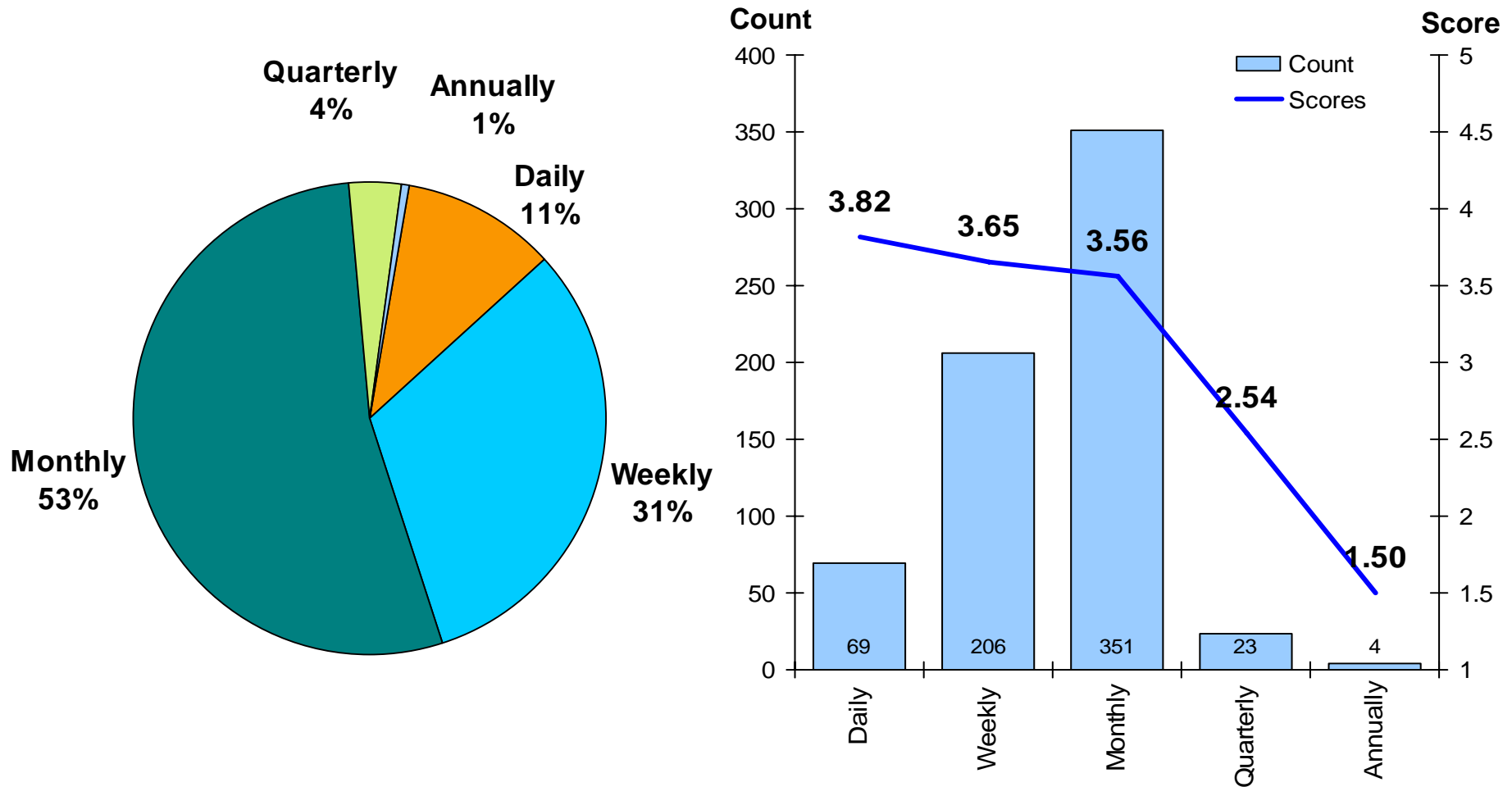
# Data Warehouse – Scores and Counts

## Length using application



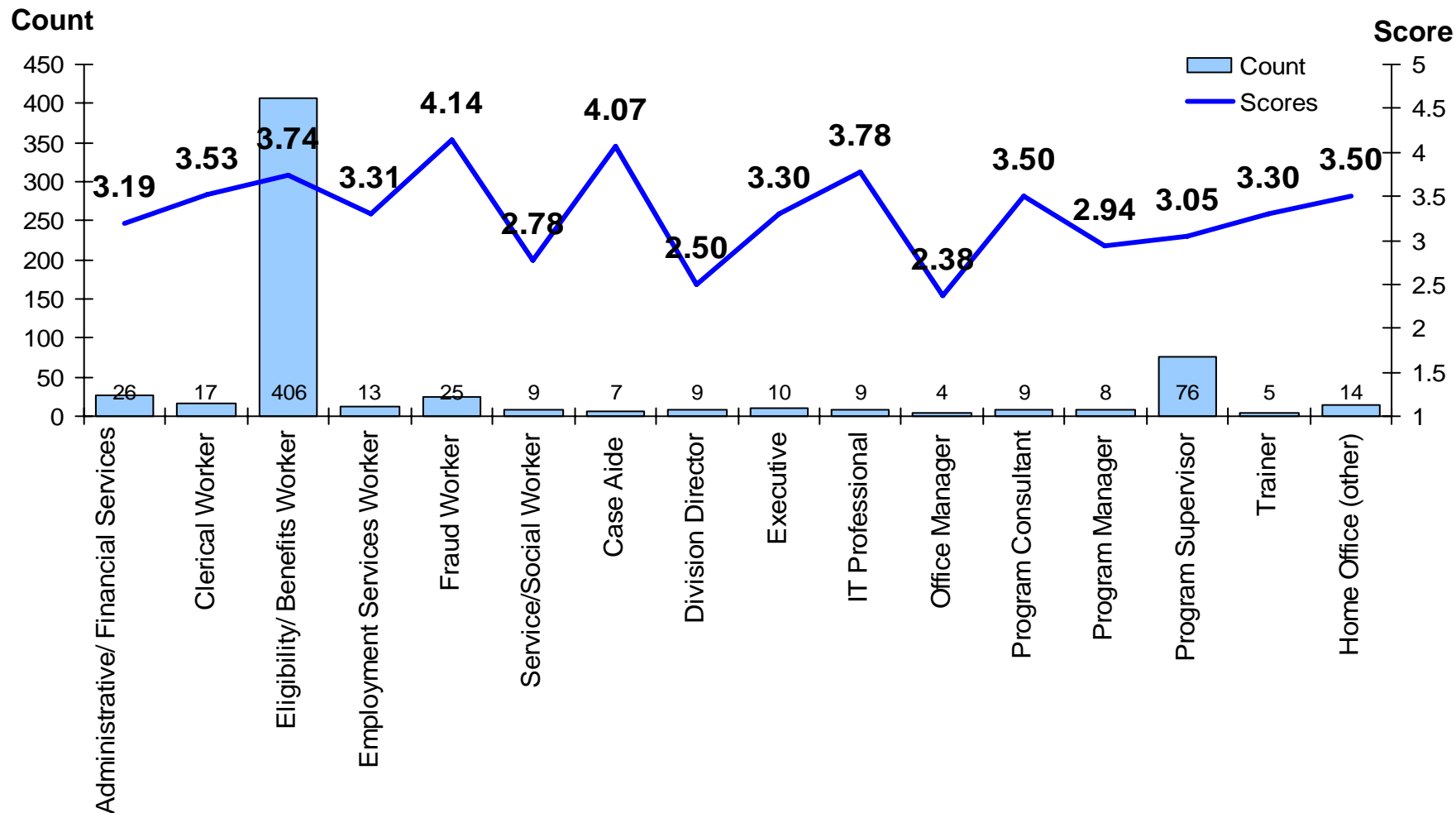
# Data Warehouse – Scores and Counts

## How often use application



# Data Warehouse – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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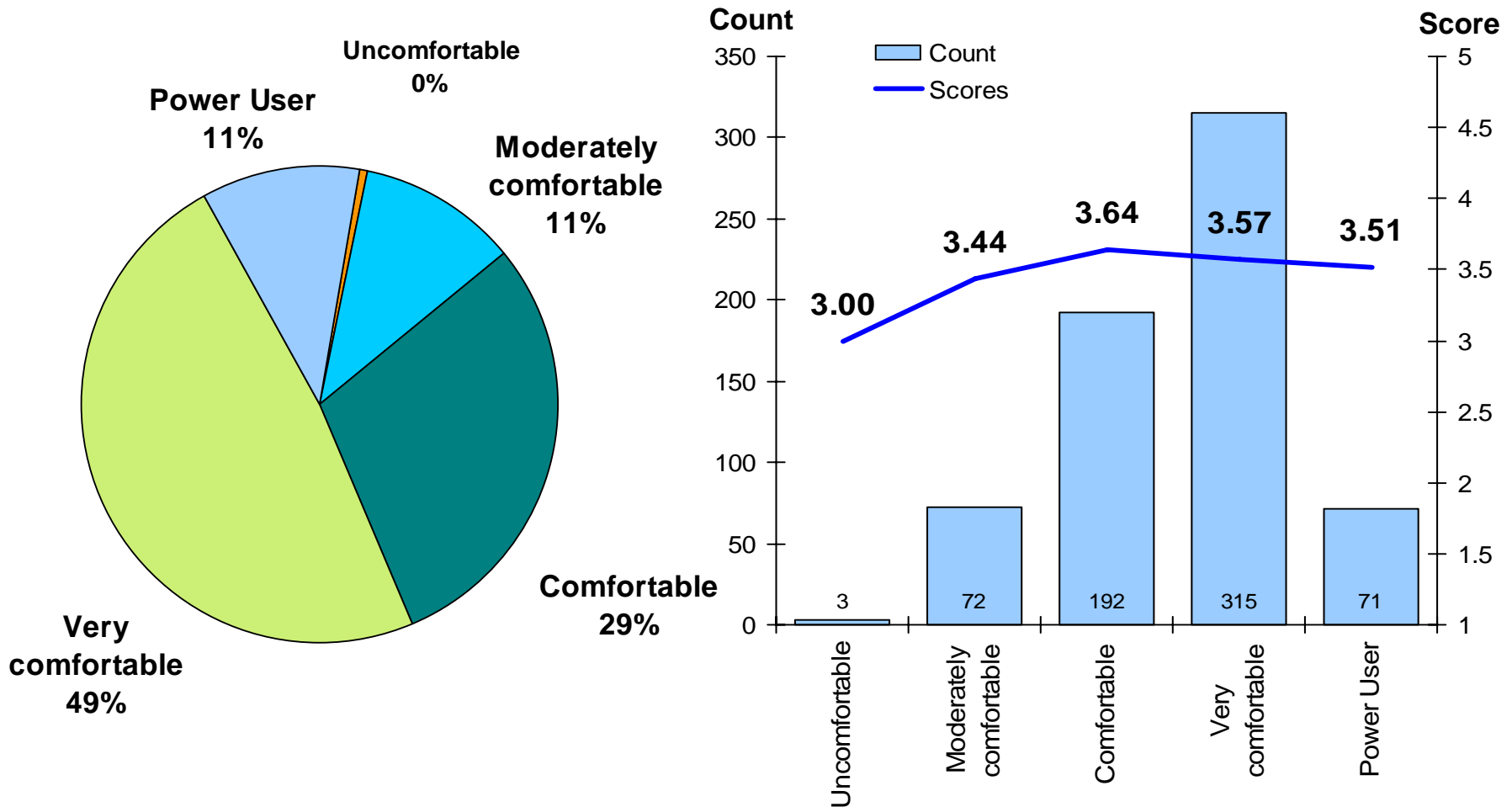
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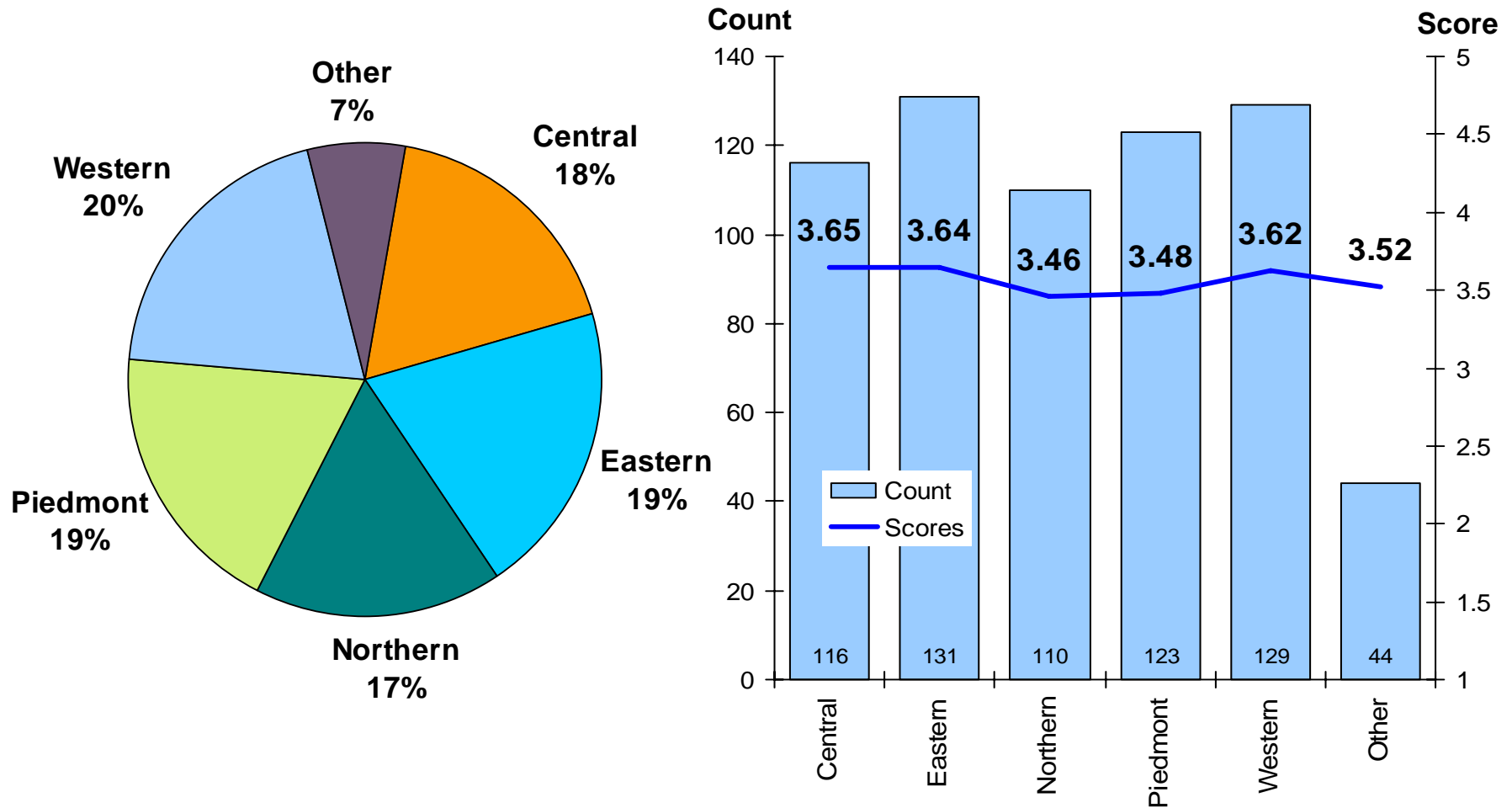
# Data Warehouse – Scores and Counts

## Computer proficiency



# Data Warehouse – Scores and Counts

## Region





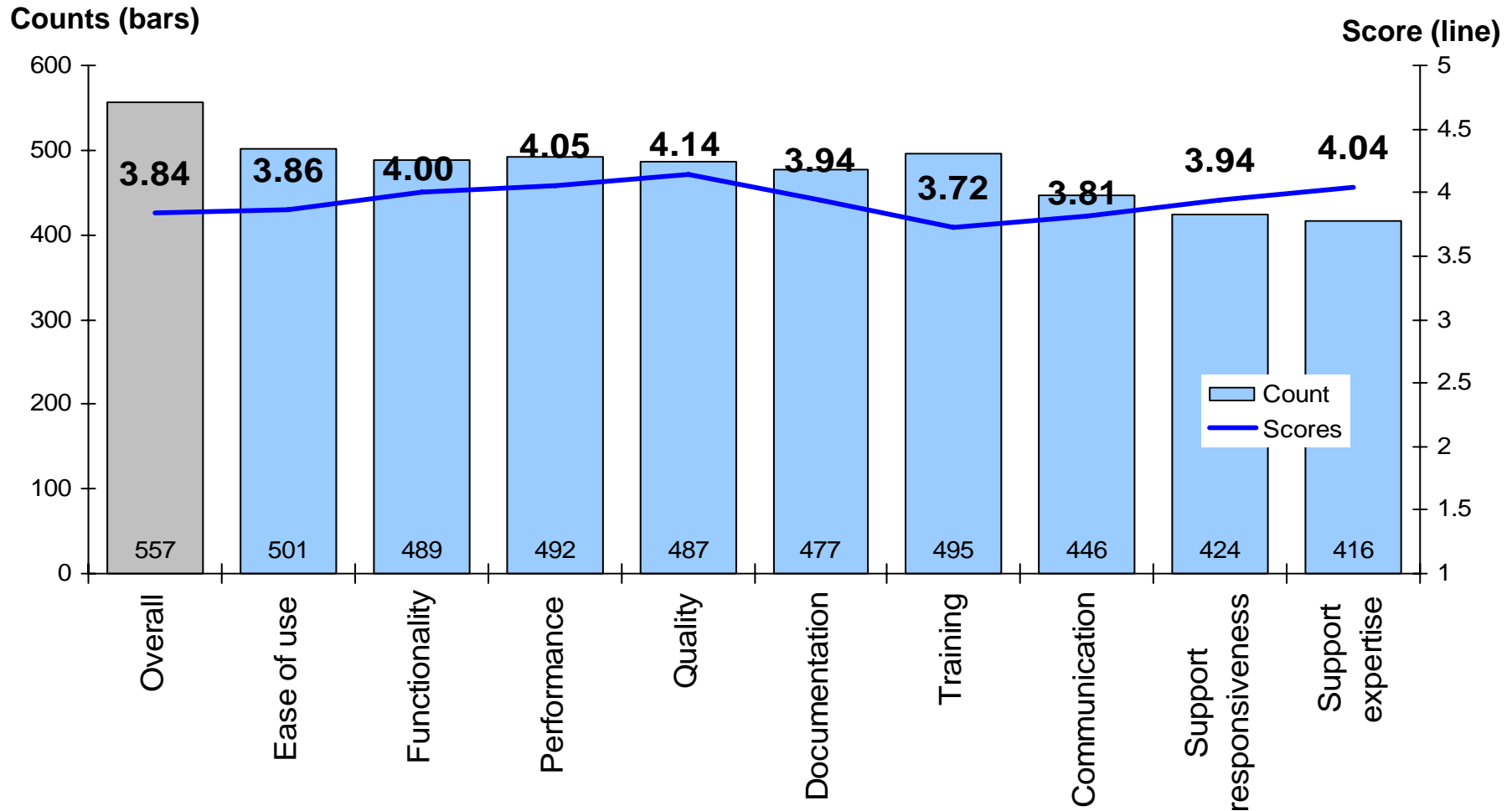
## EBT (ACS EPPIC system)

Overalls Scores and Counts

Demographic Scores and Counts

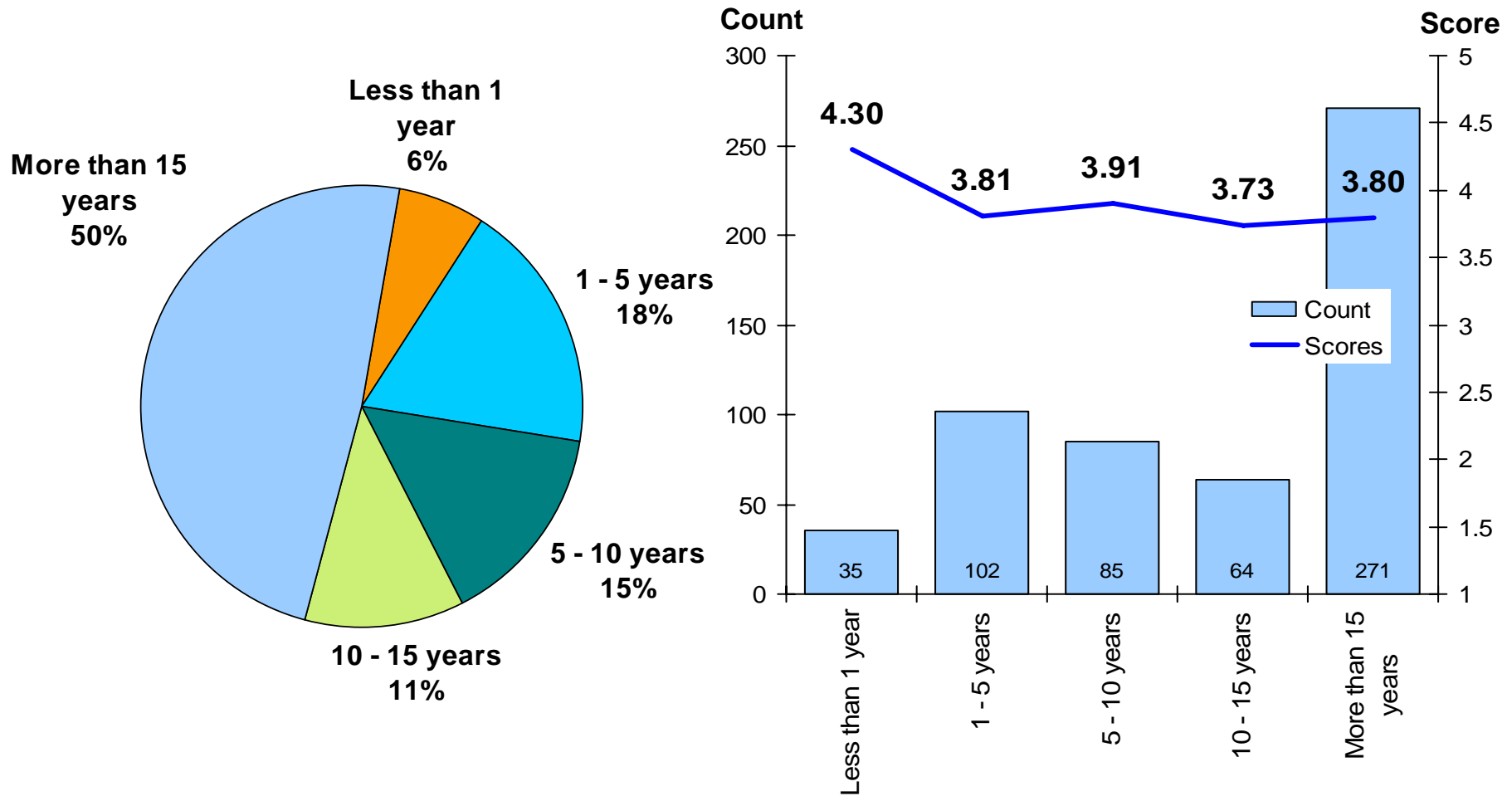
# EBT (ACS EPPIC system) – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



# EBT (ACS EPPIC system) – Scores and Counts

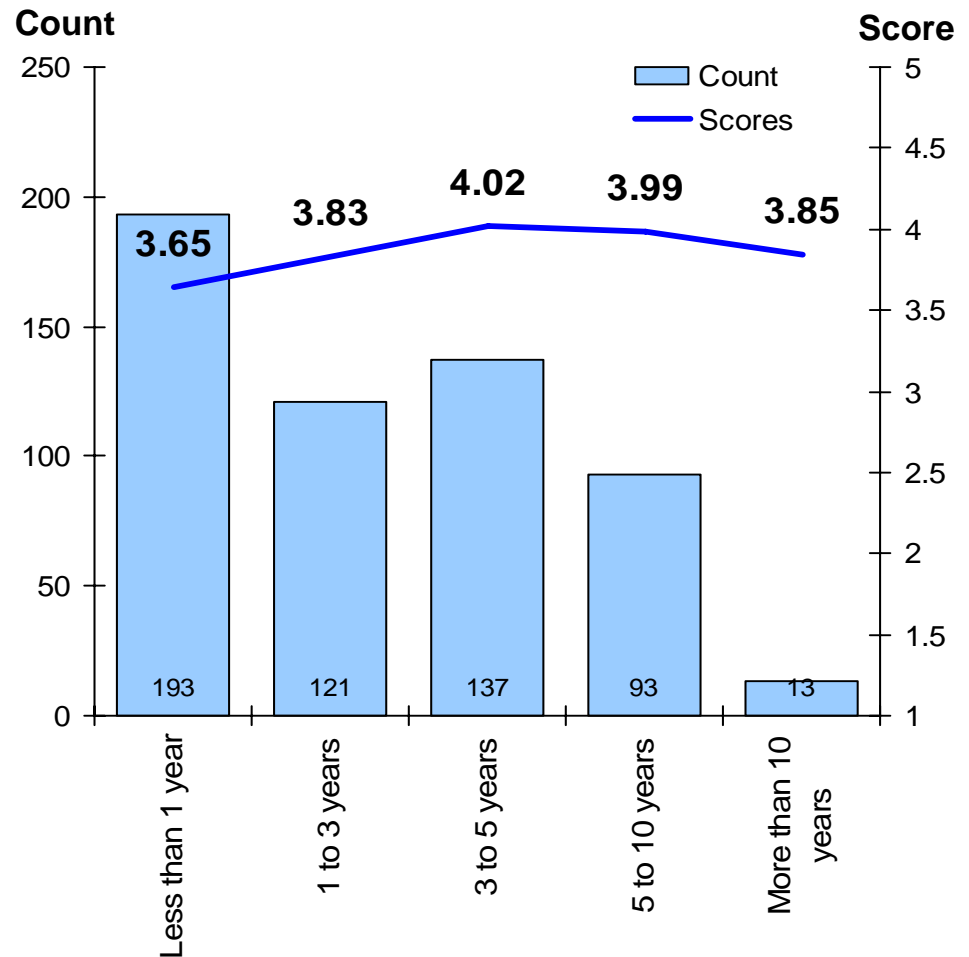
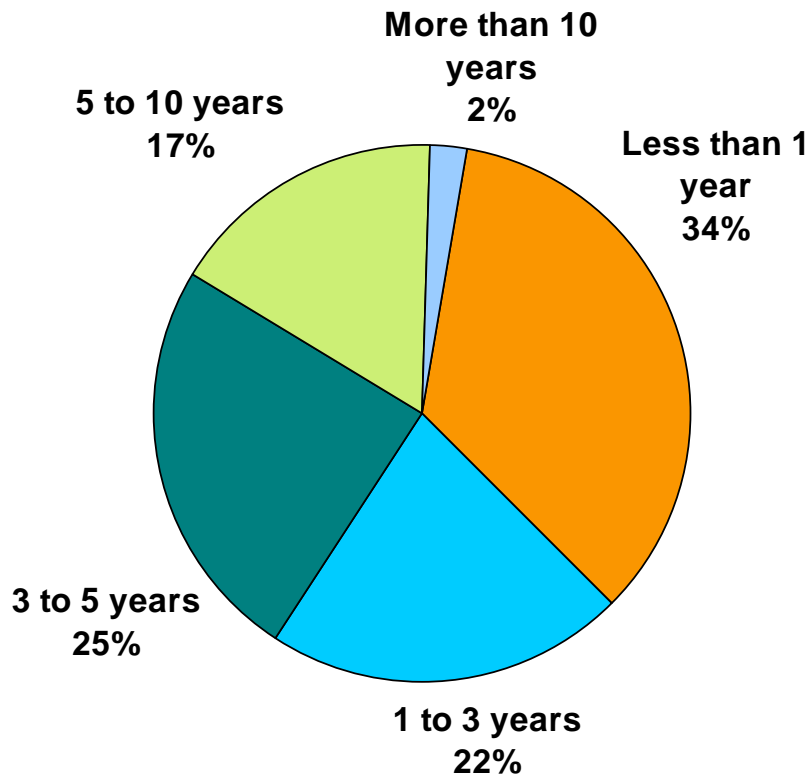
## Length worked for VSSS





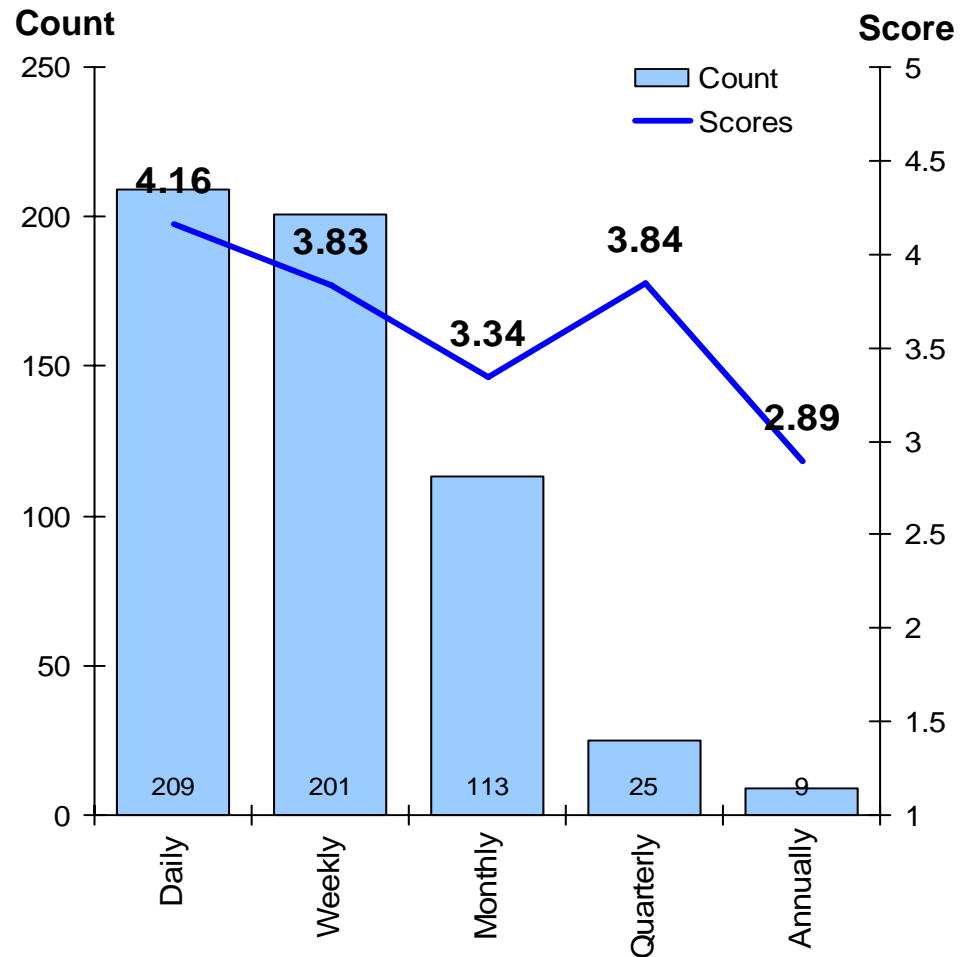
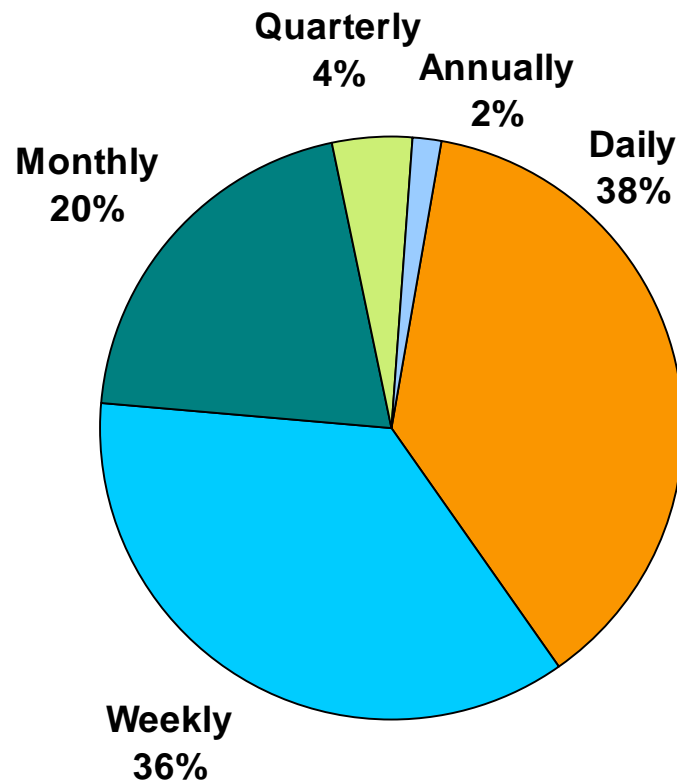
# EBT (ACS EPPIC system) – Scores and Counts

## Length using application



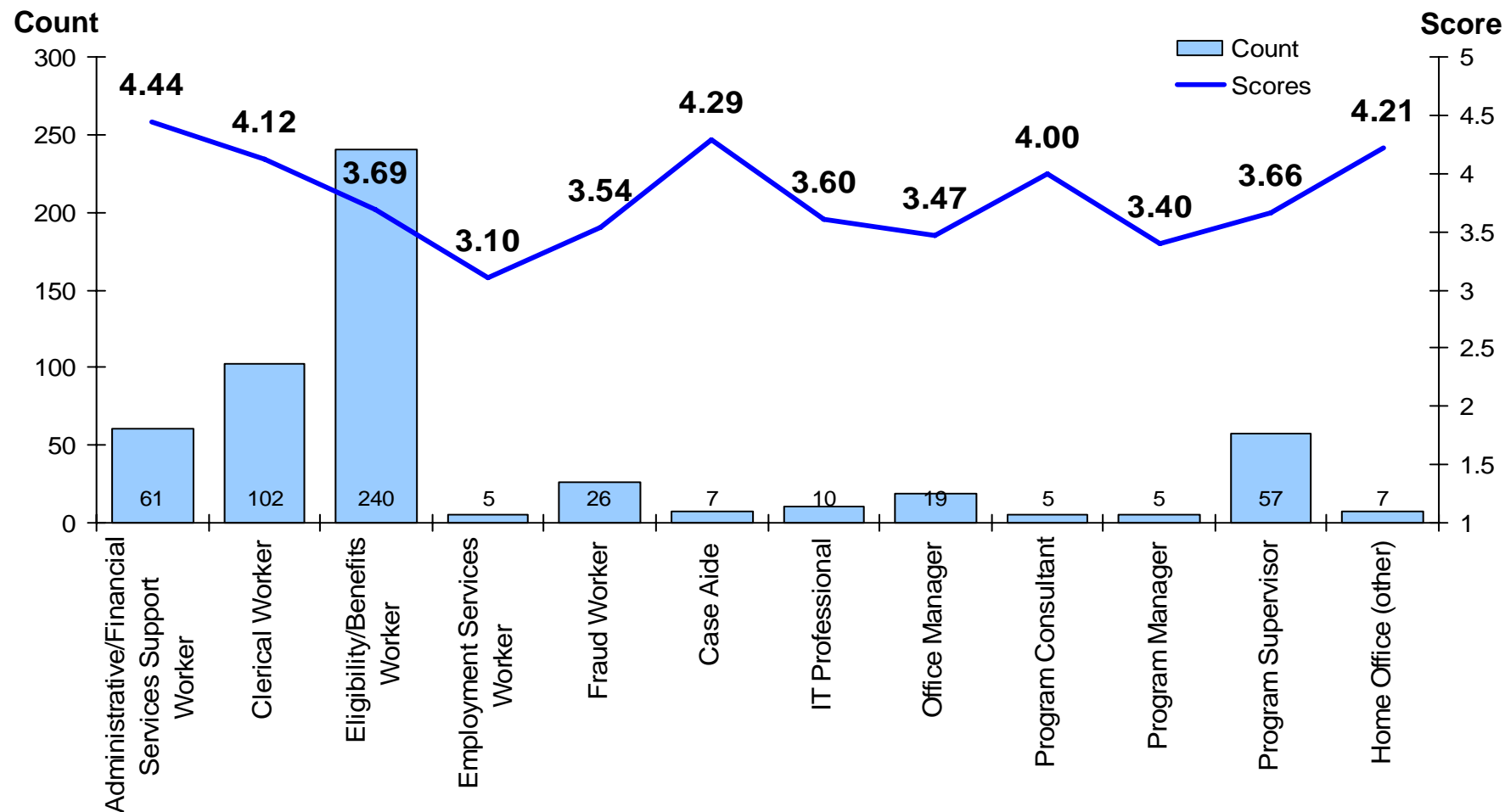
# EBT (ACS EPPIC system) – Scores and Counts

How often use application



# EBT (ACS EPPIC system) – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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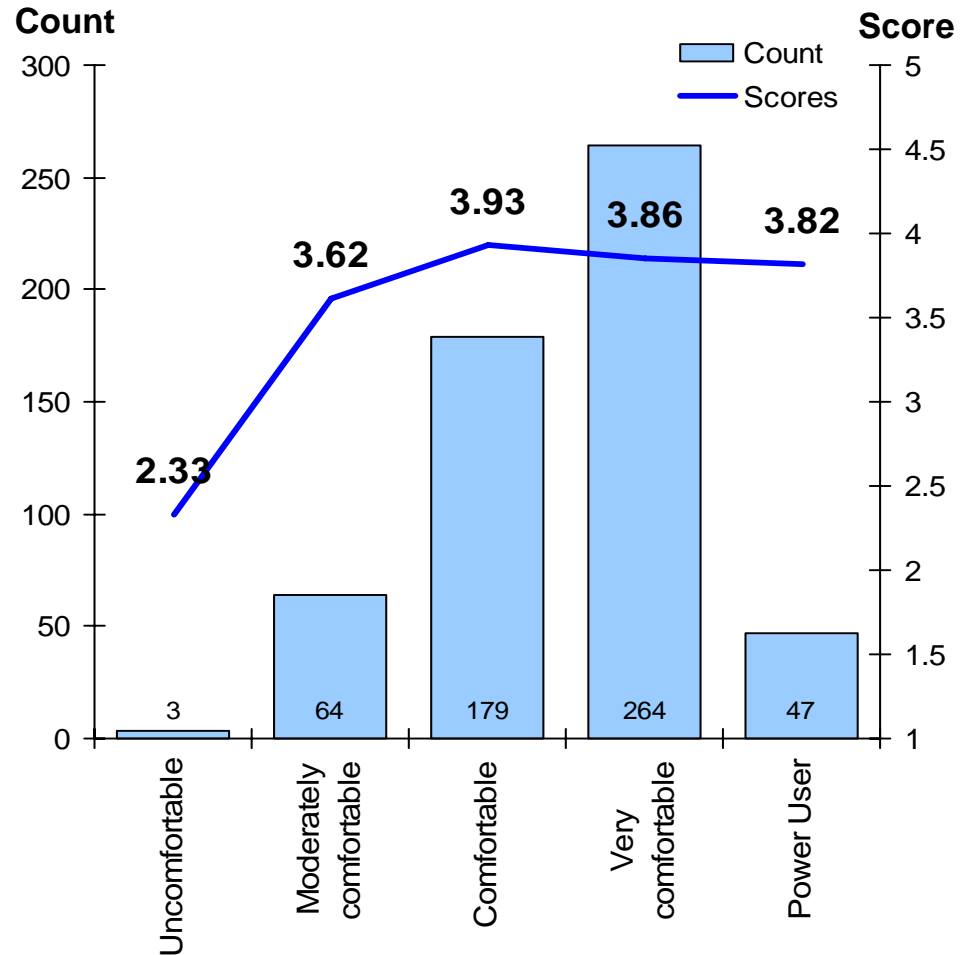
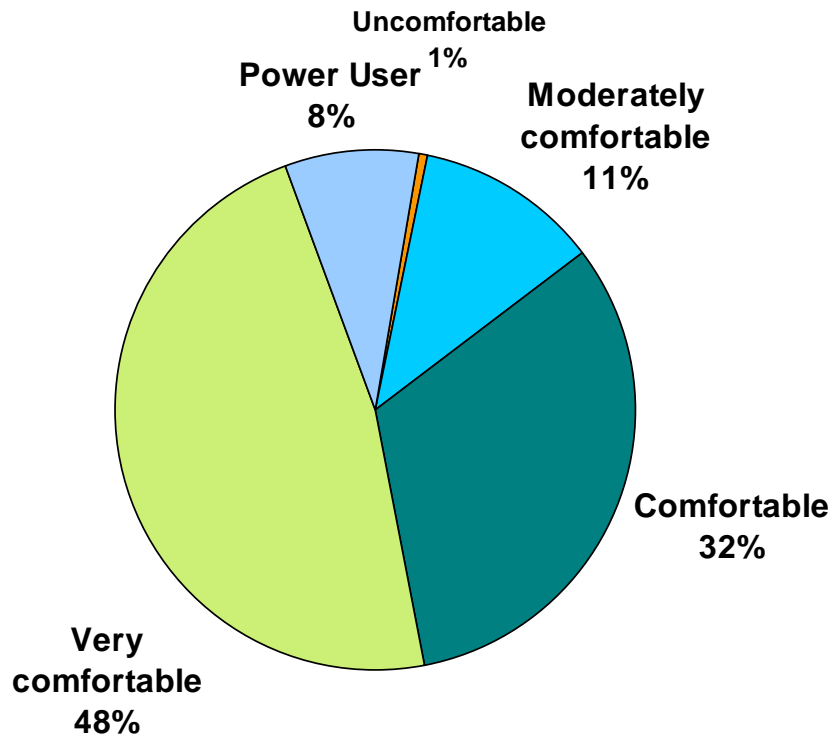
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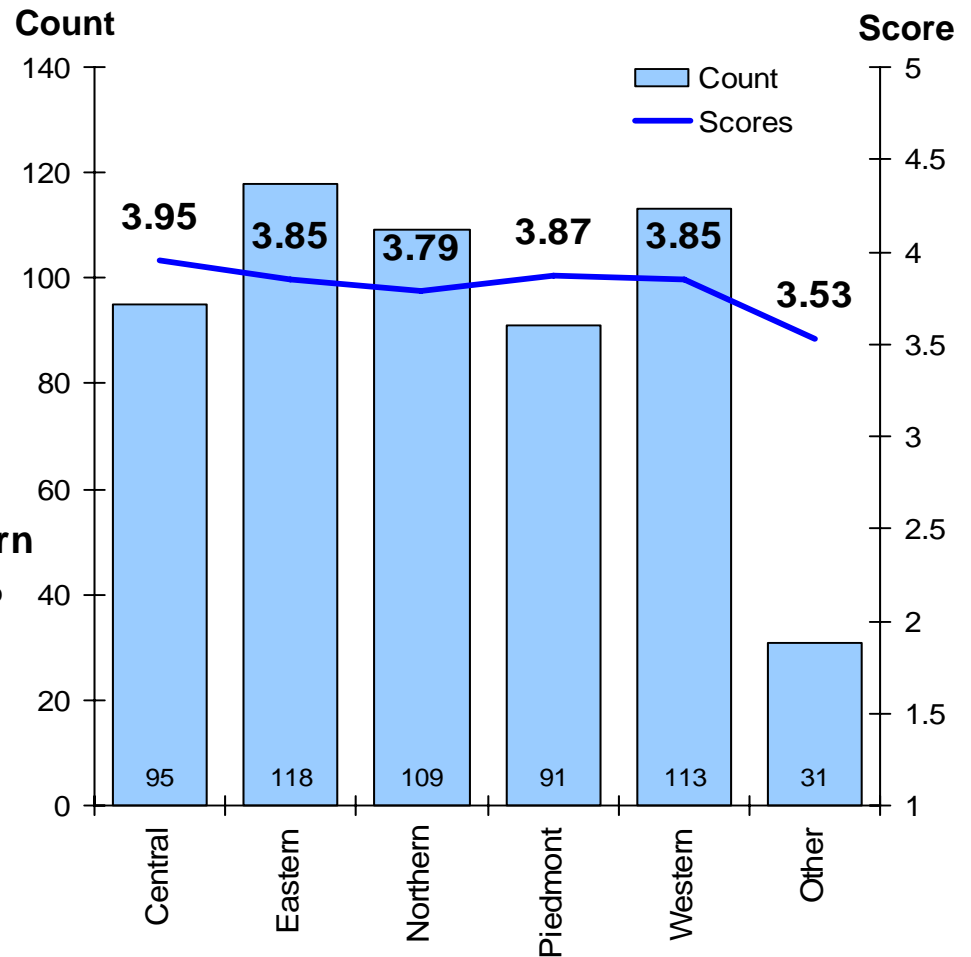
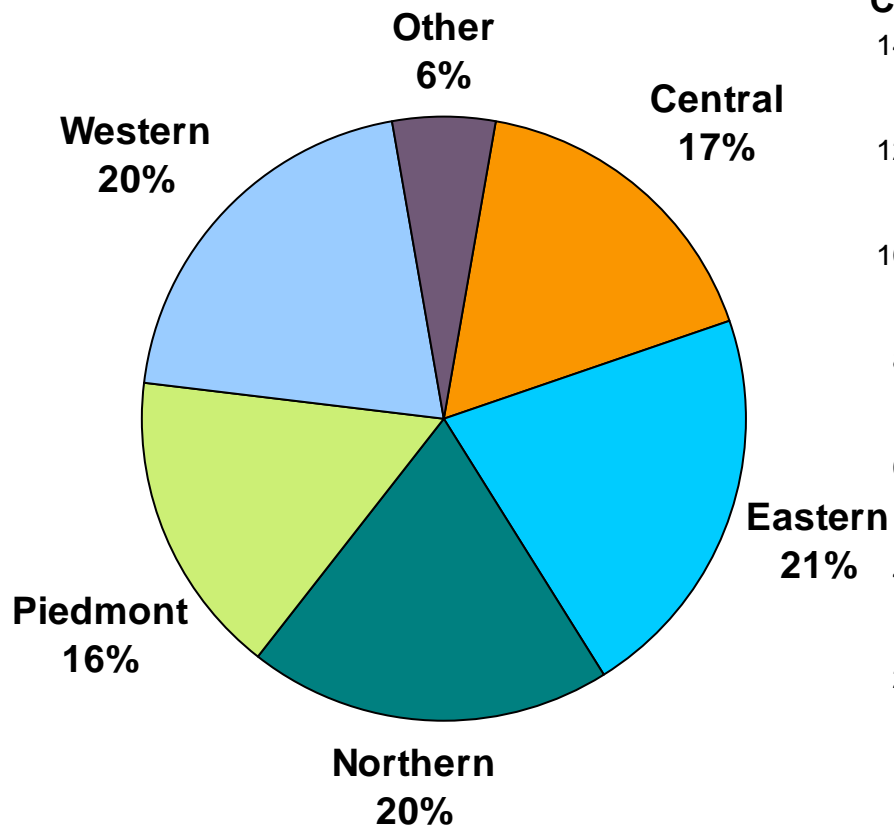
# EBT (ACS EPPIC system) – Scores and Counts

## Computer Proficiency



# EBT (ACS EPPIC system) – Scores and Counts

## Region







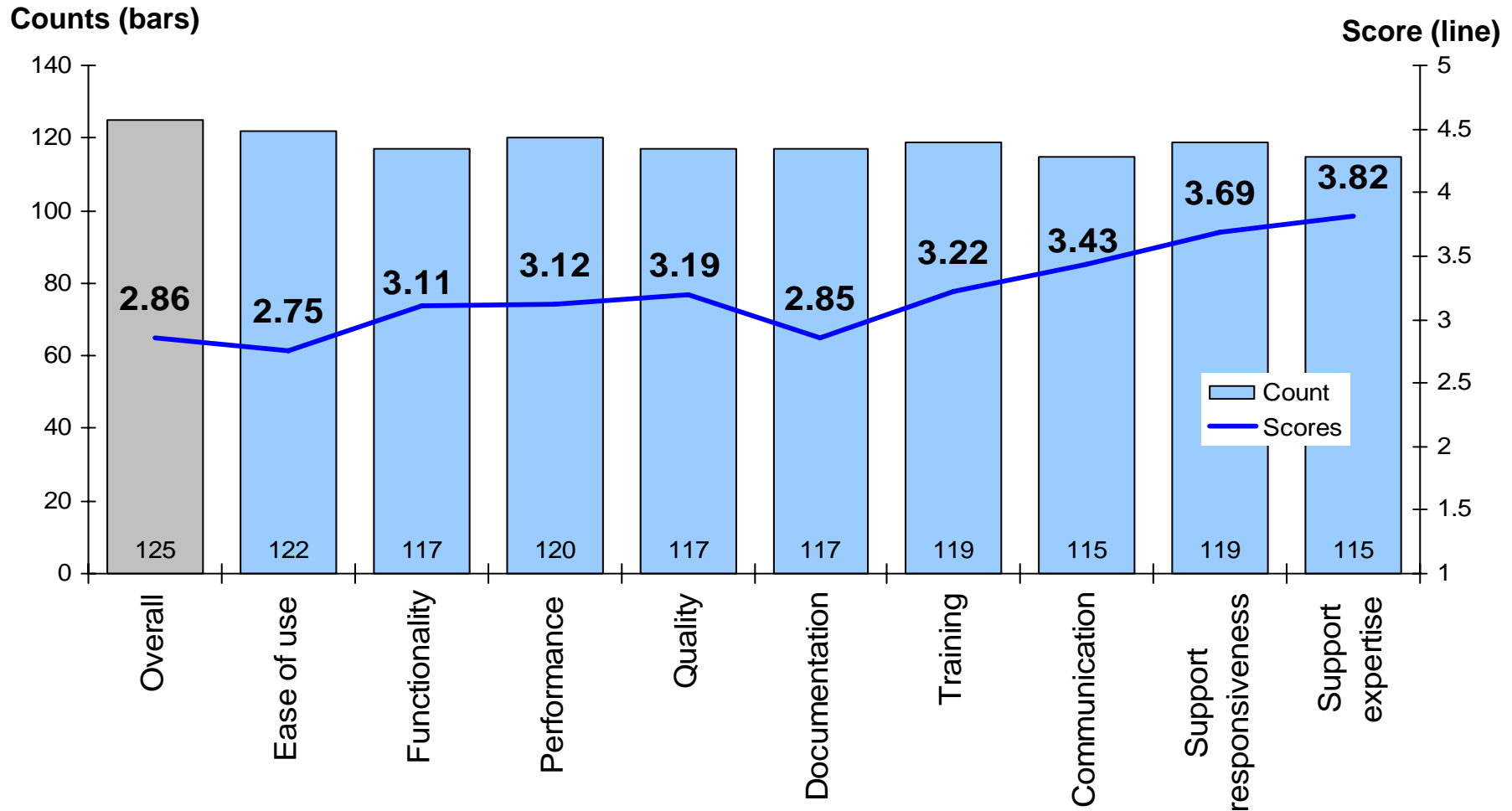
# LETS

Overalls Scores and Counts

Demographic Scores and Counts

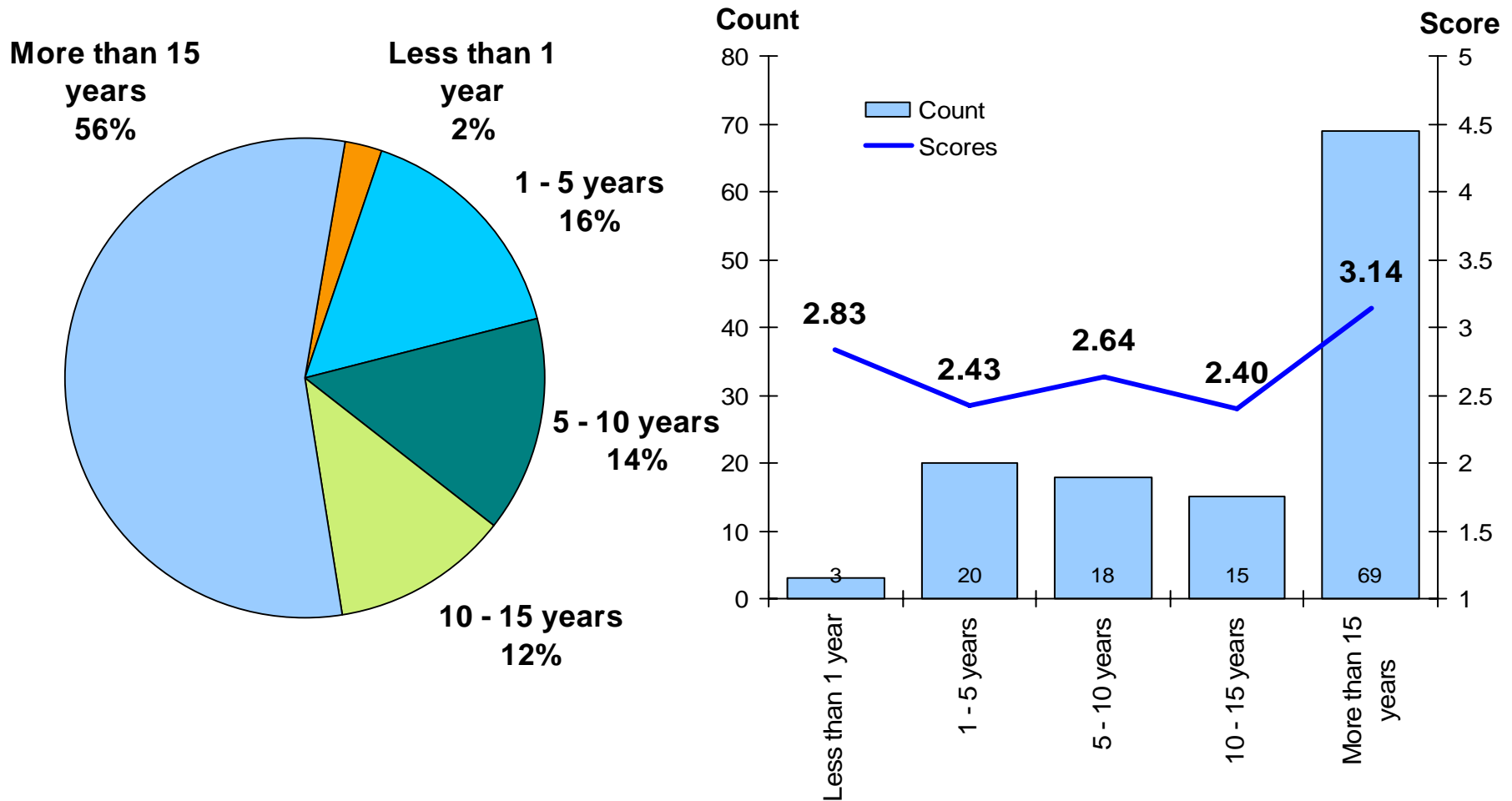
# LETS – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



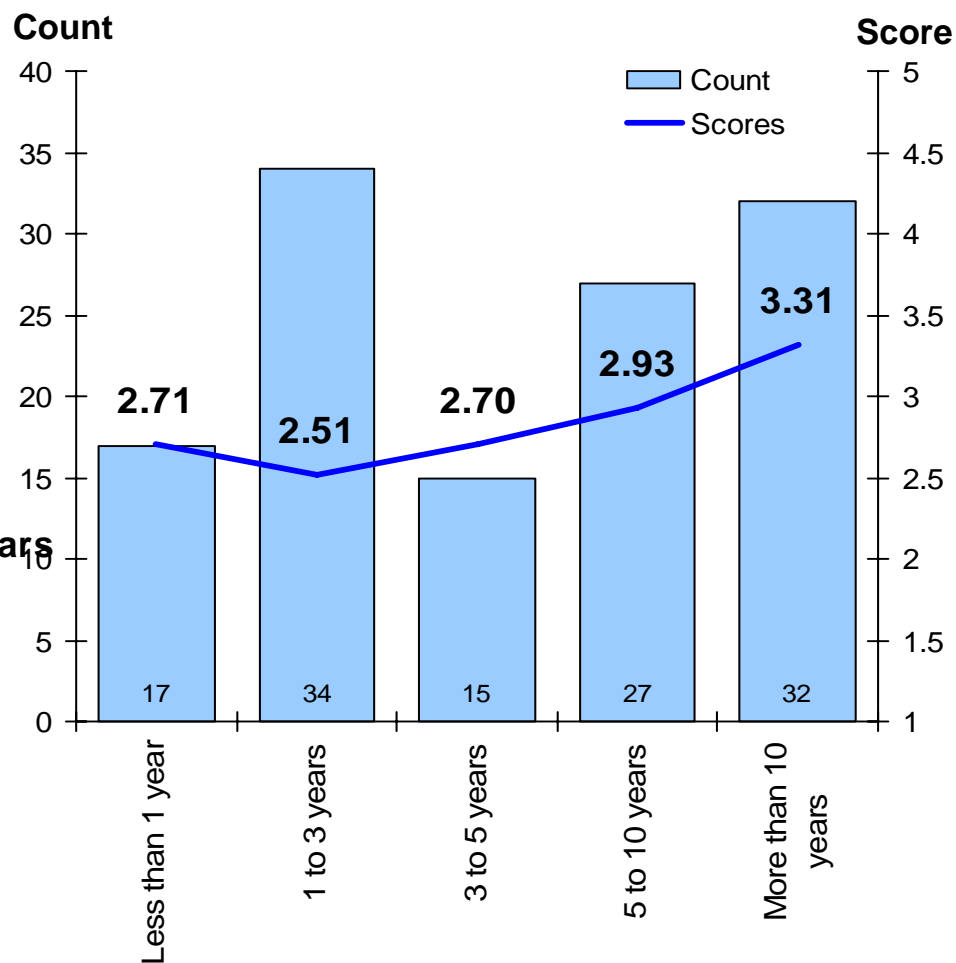
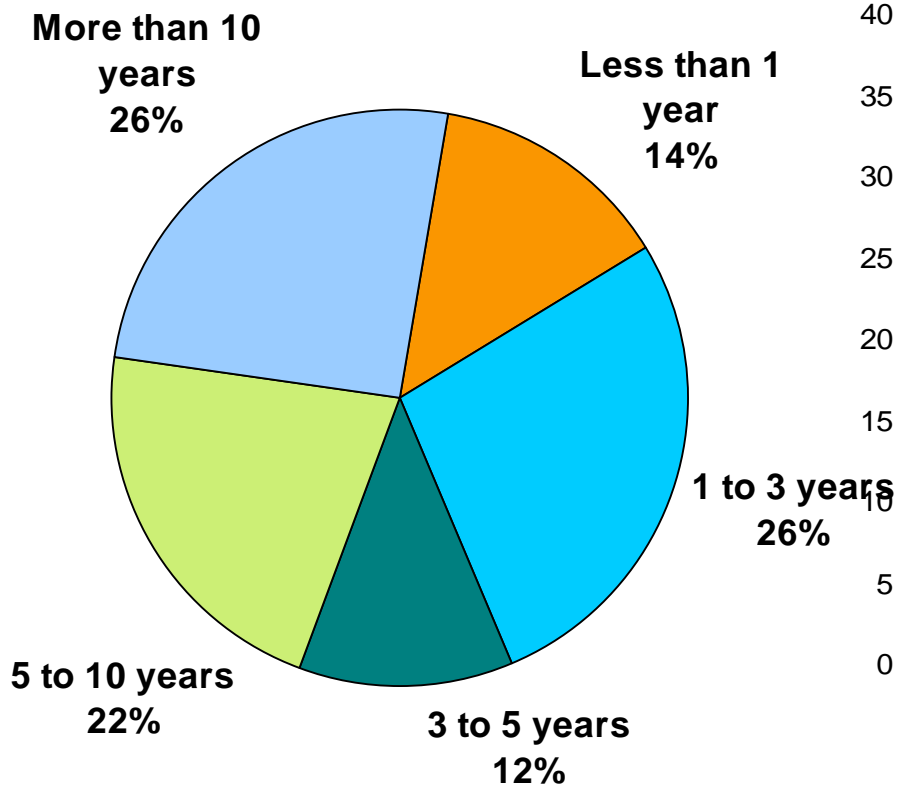
# LETS – Scores and Counts

## Length worked for VSSS



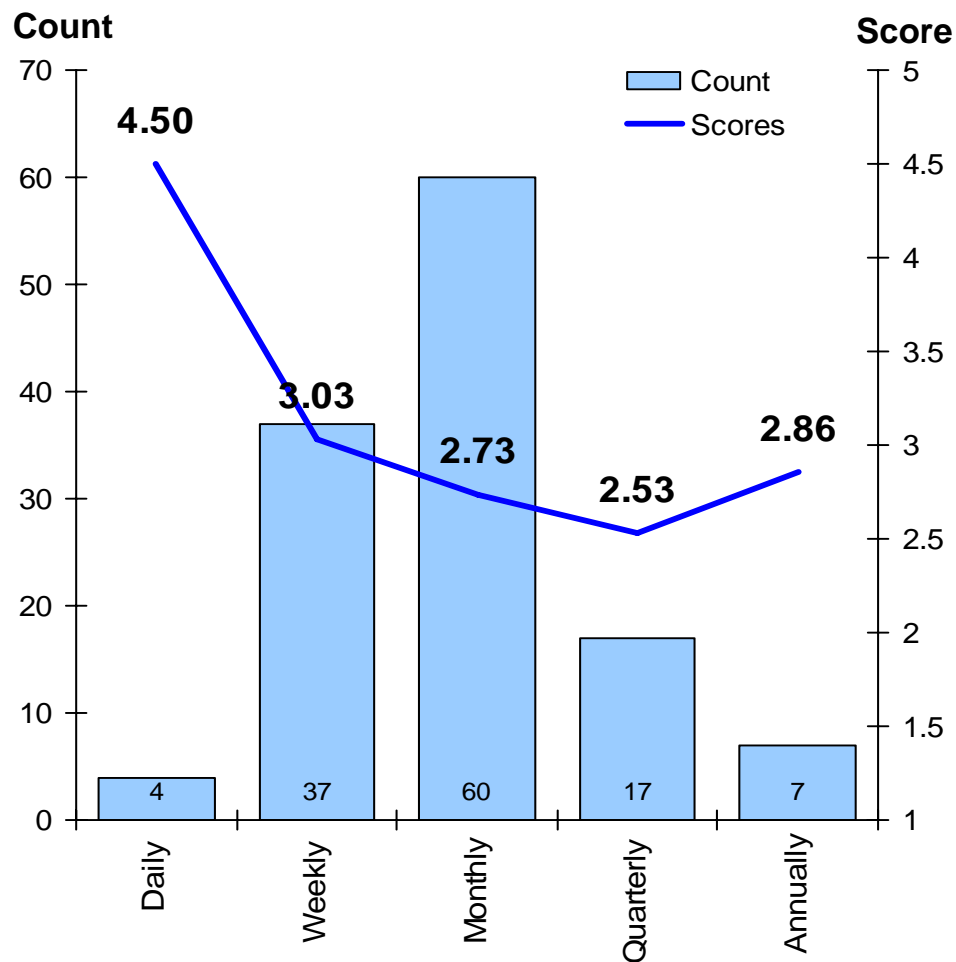
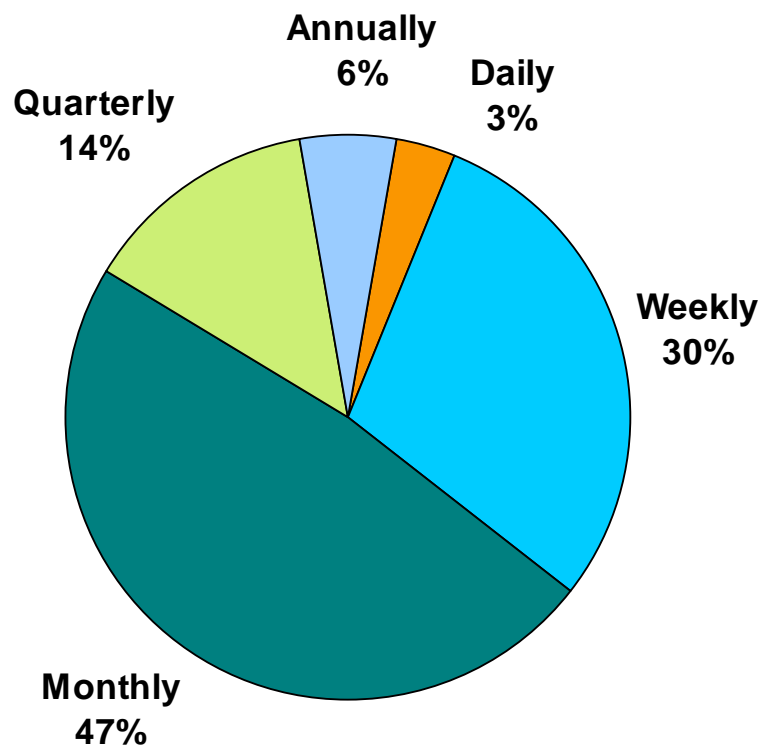
# LETS – Scores and Counts

## Length using application



# LETS – Scores and Counts

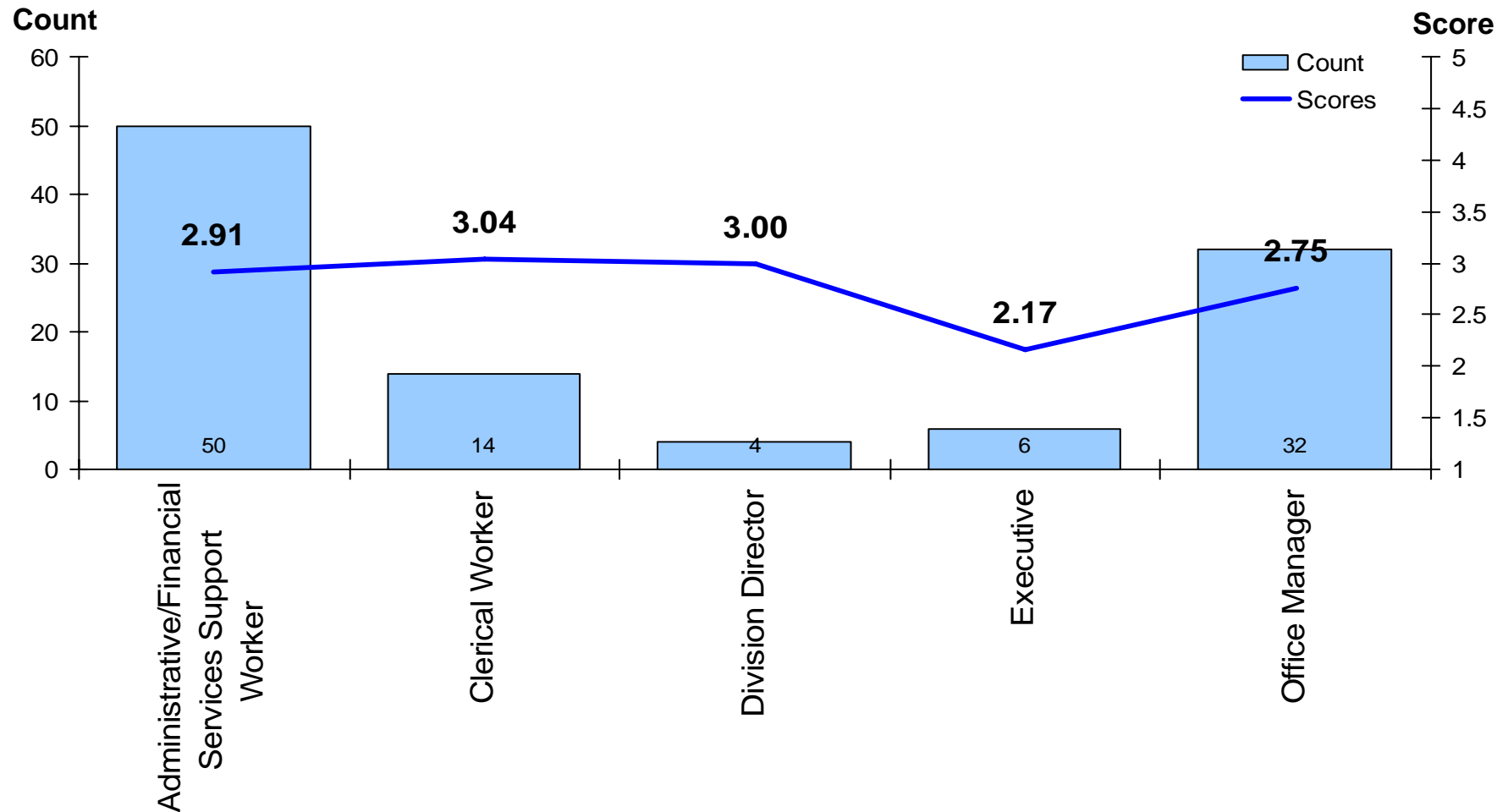
How often use application





# LETS – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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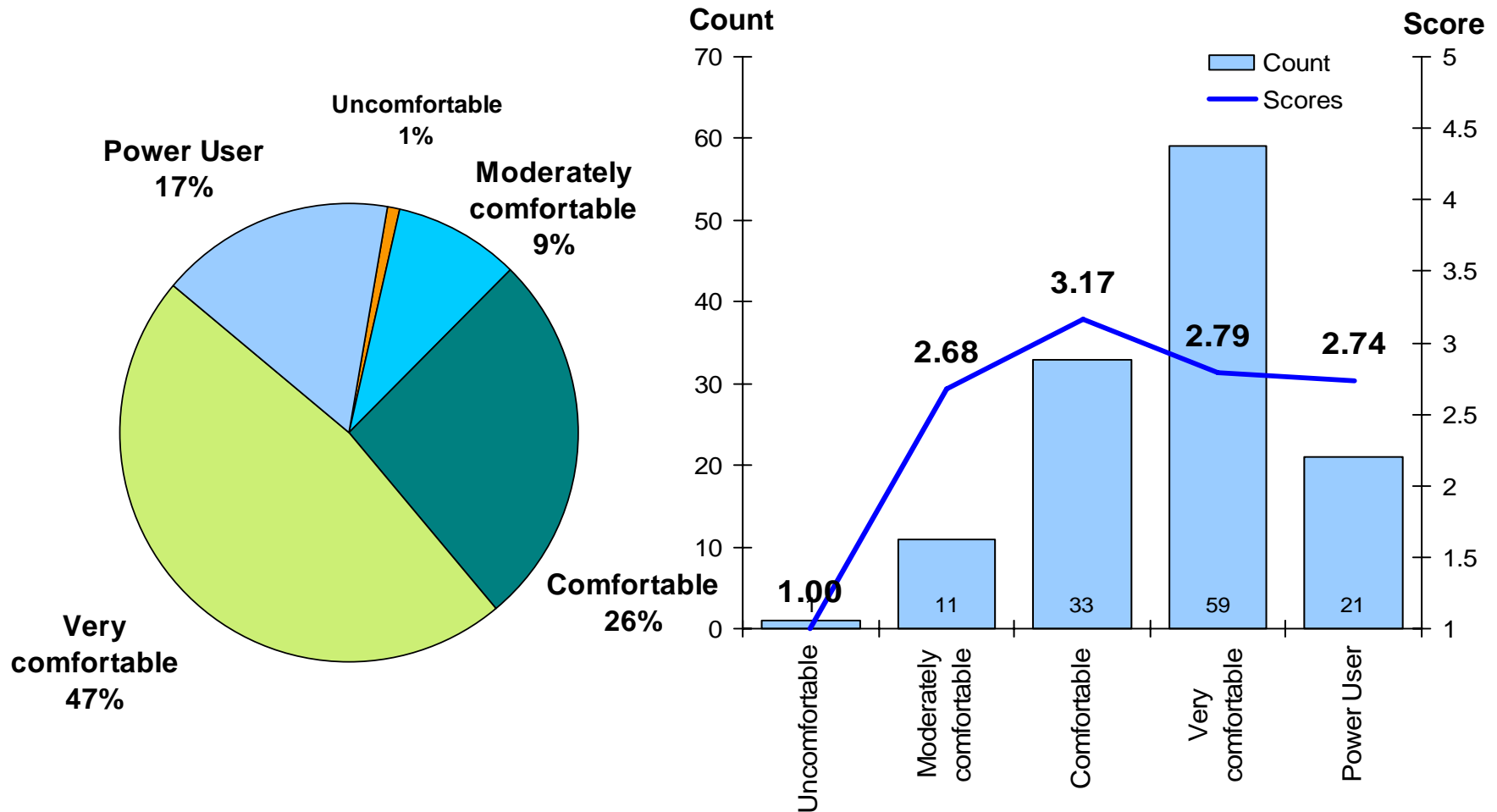
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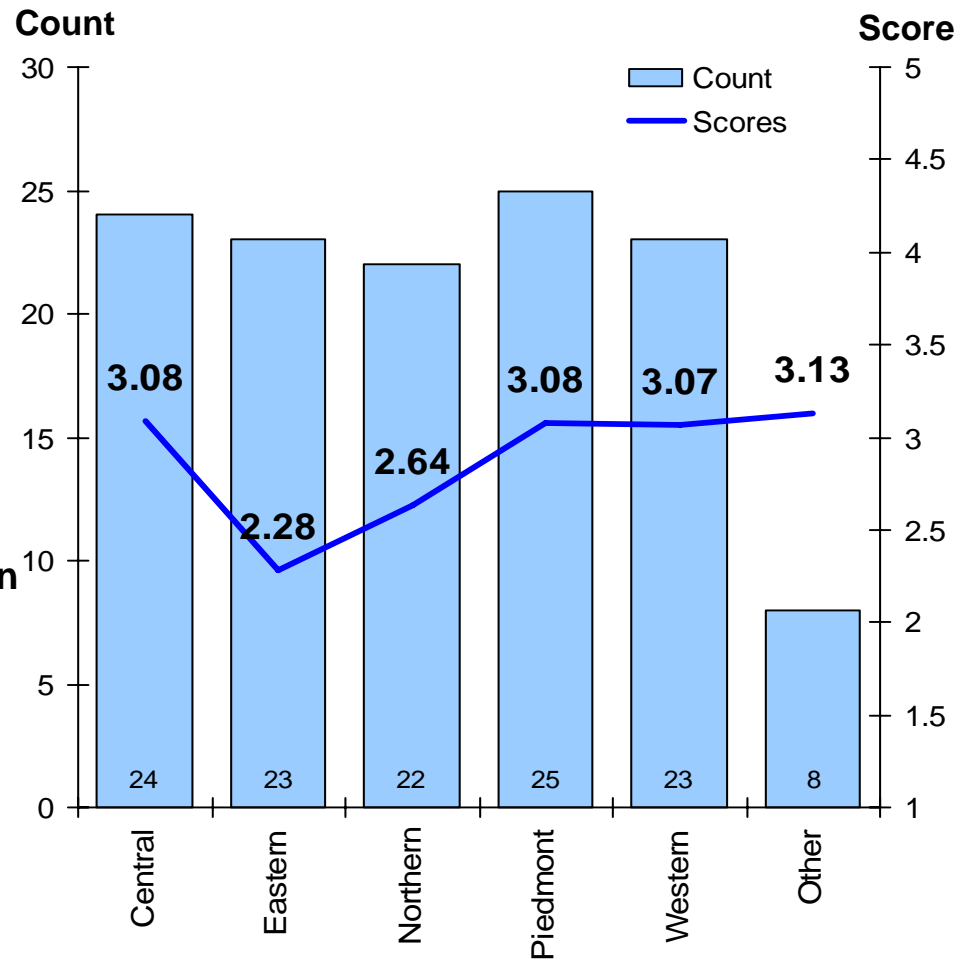
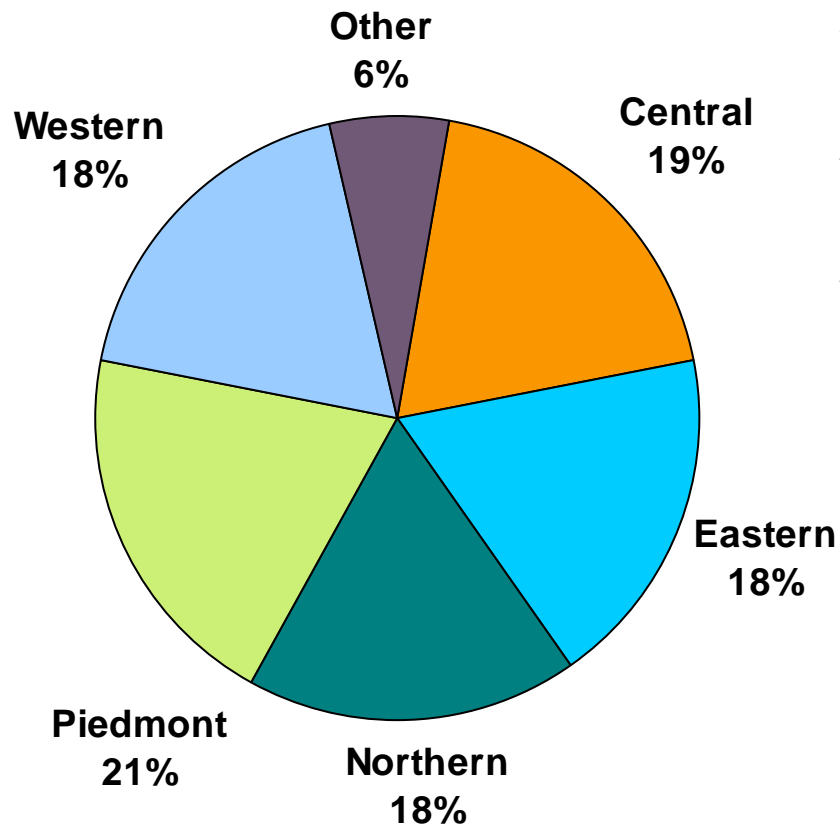
# LETS – Scores and Counts

## Computer proficiency



# LETS – Scores and Counts

## Region





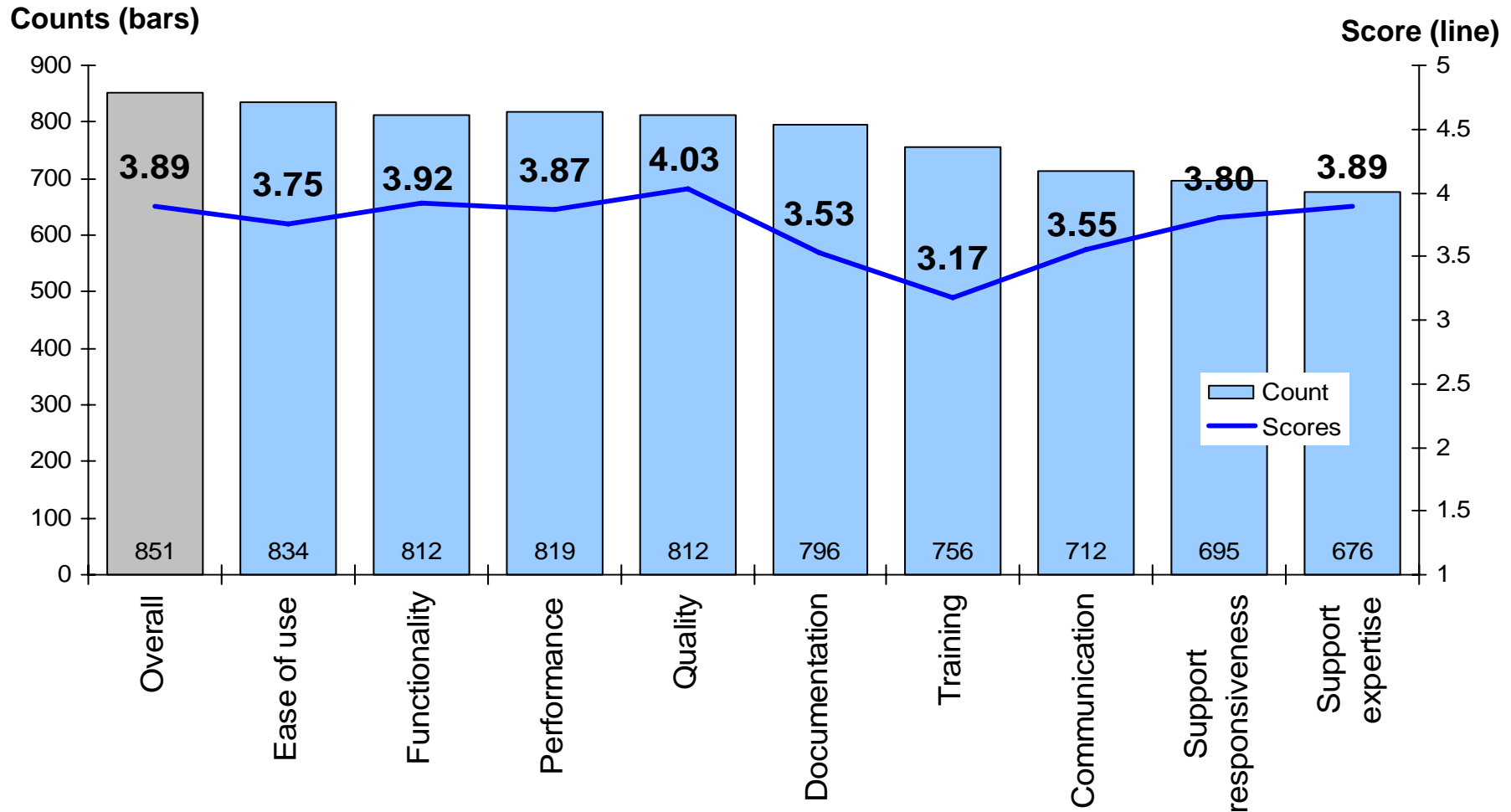
## MMIS direct logon interface

Overalls Scores and Counts

Demographic Scores and Counts

# MMIS direct logon interface – Overall Scores and Counts

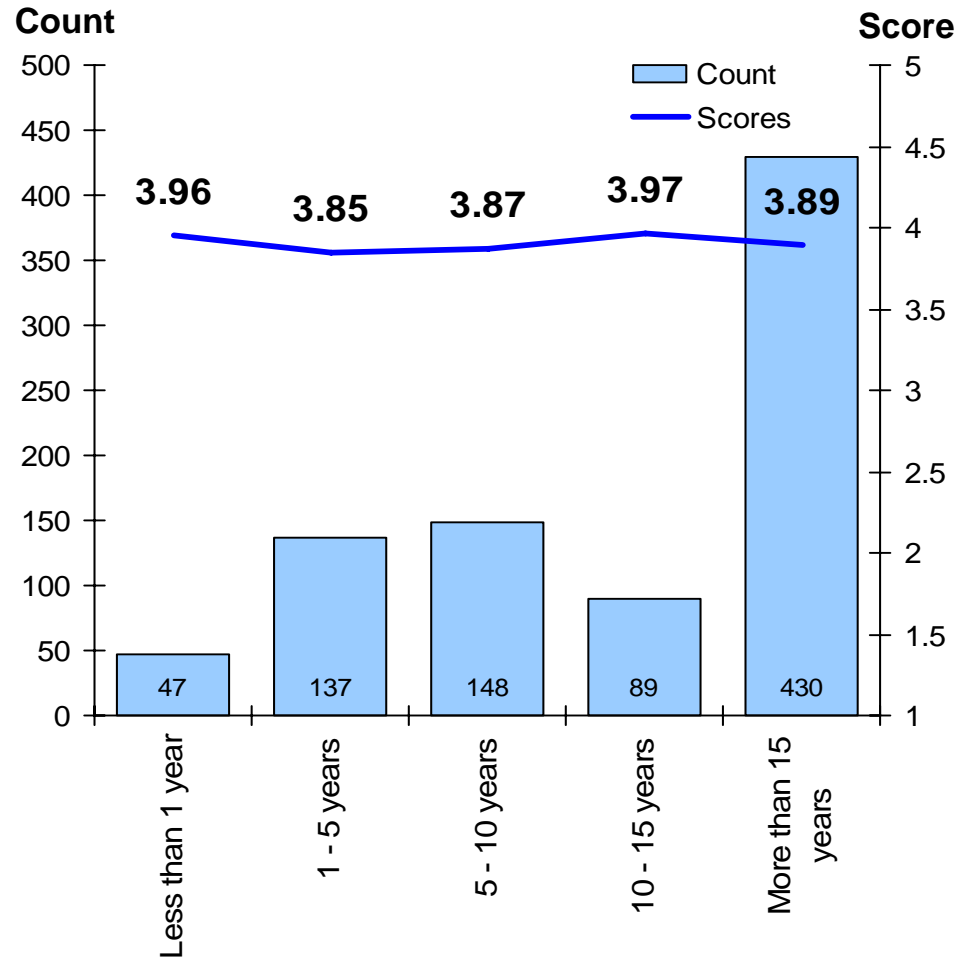
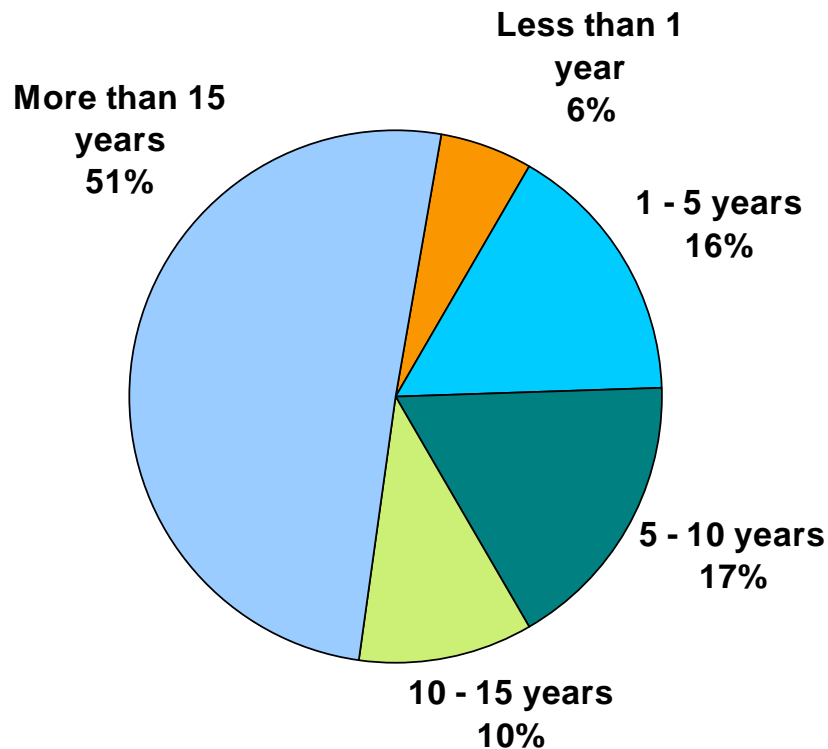
## Overall Composite score, criteria scores and counts





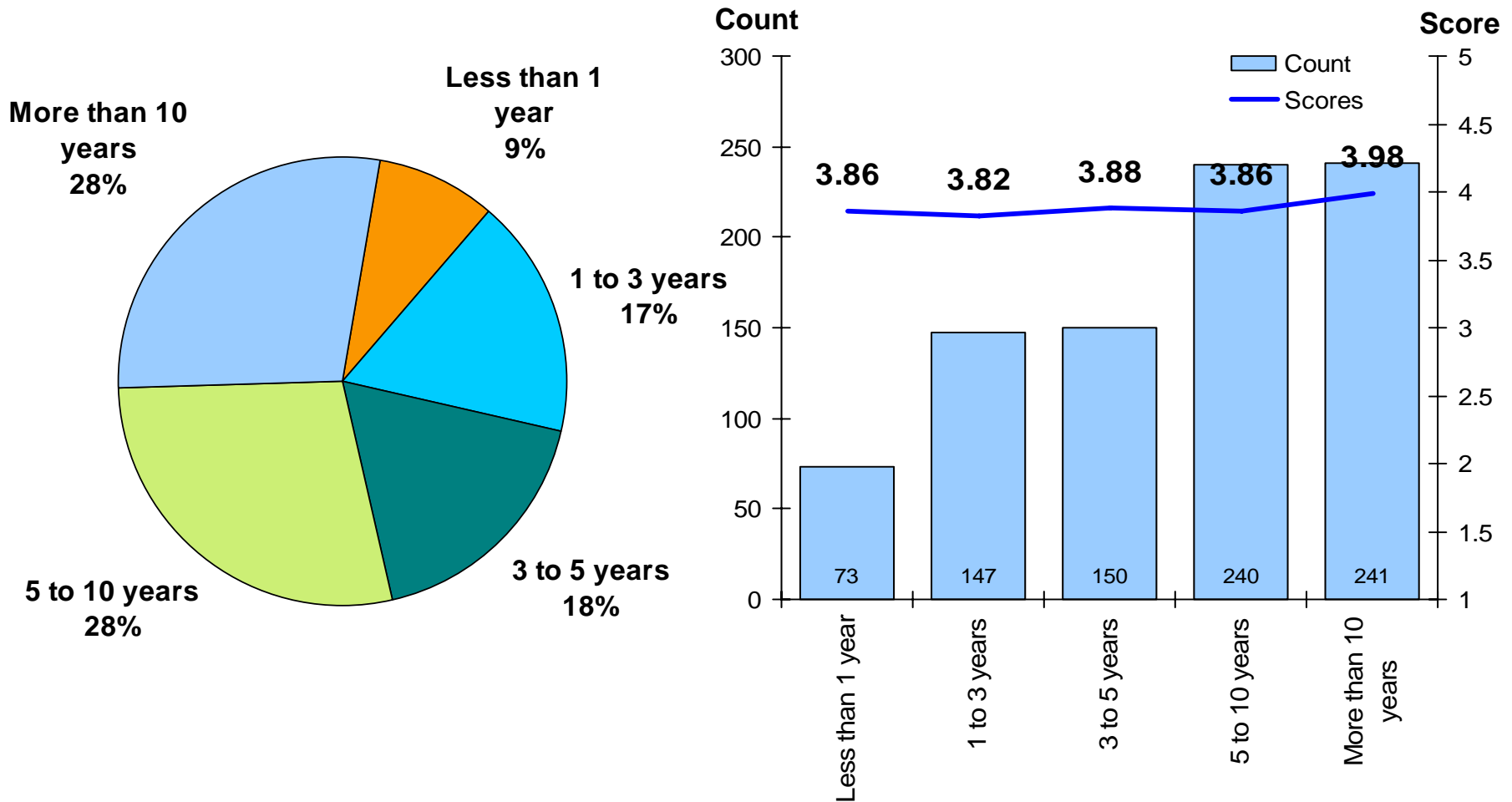
# MMIS direct logon interface – Scores and Counts

## Length worked for VSSS



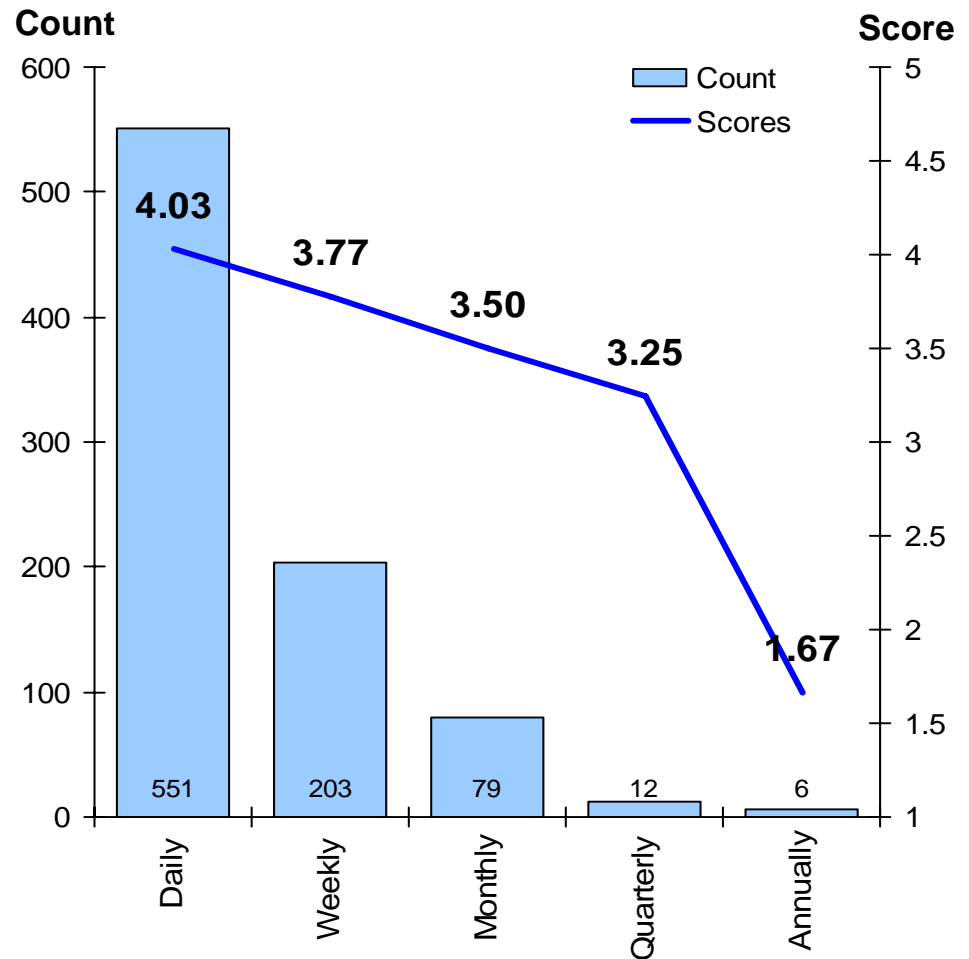
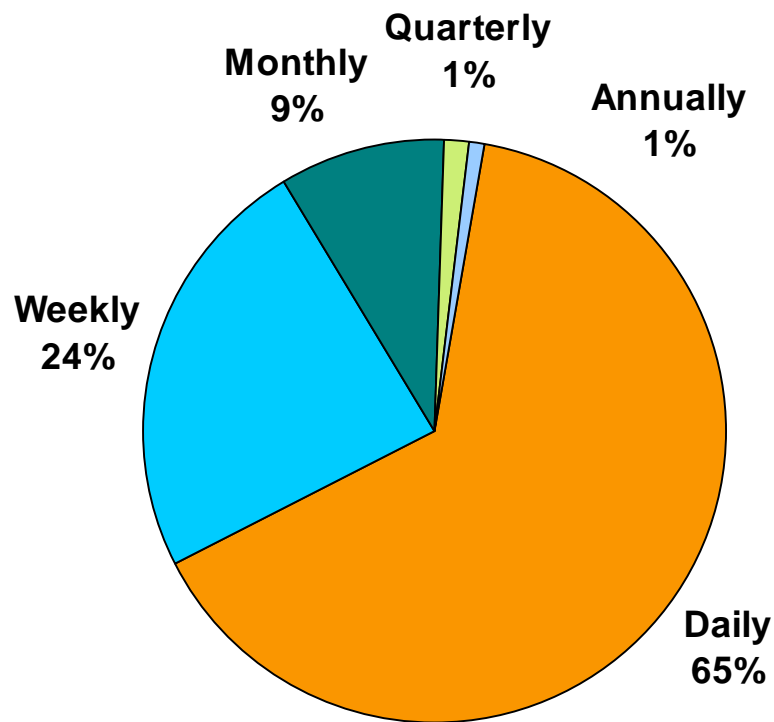
# MMIS direct logon interface – Scores and Counts

## Length using application



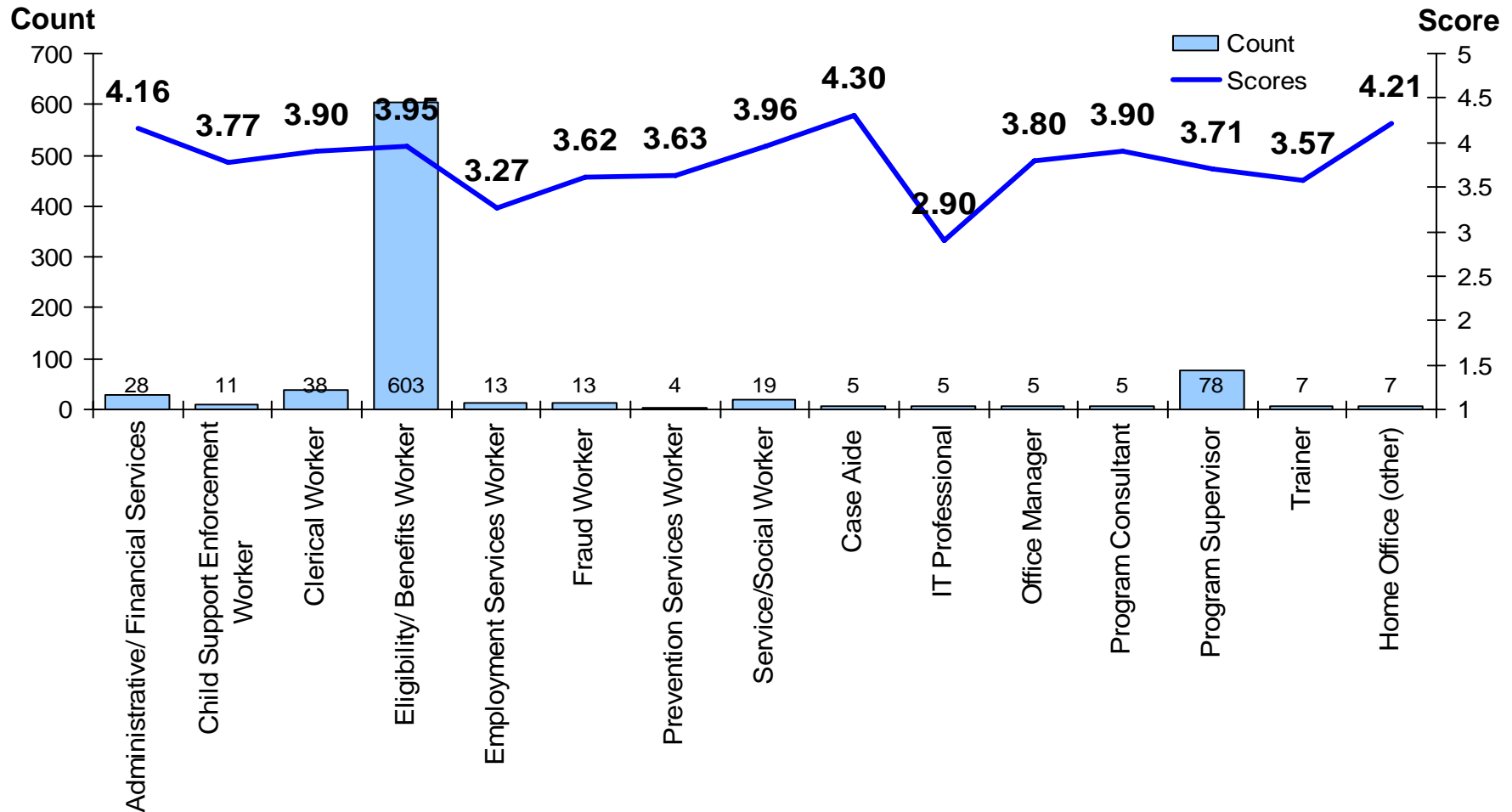
# MMIS direct logon interface – Scores and Counts

How often use application



# MMIS direct logon interface – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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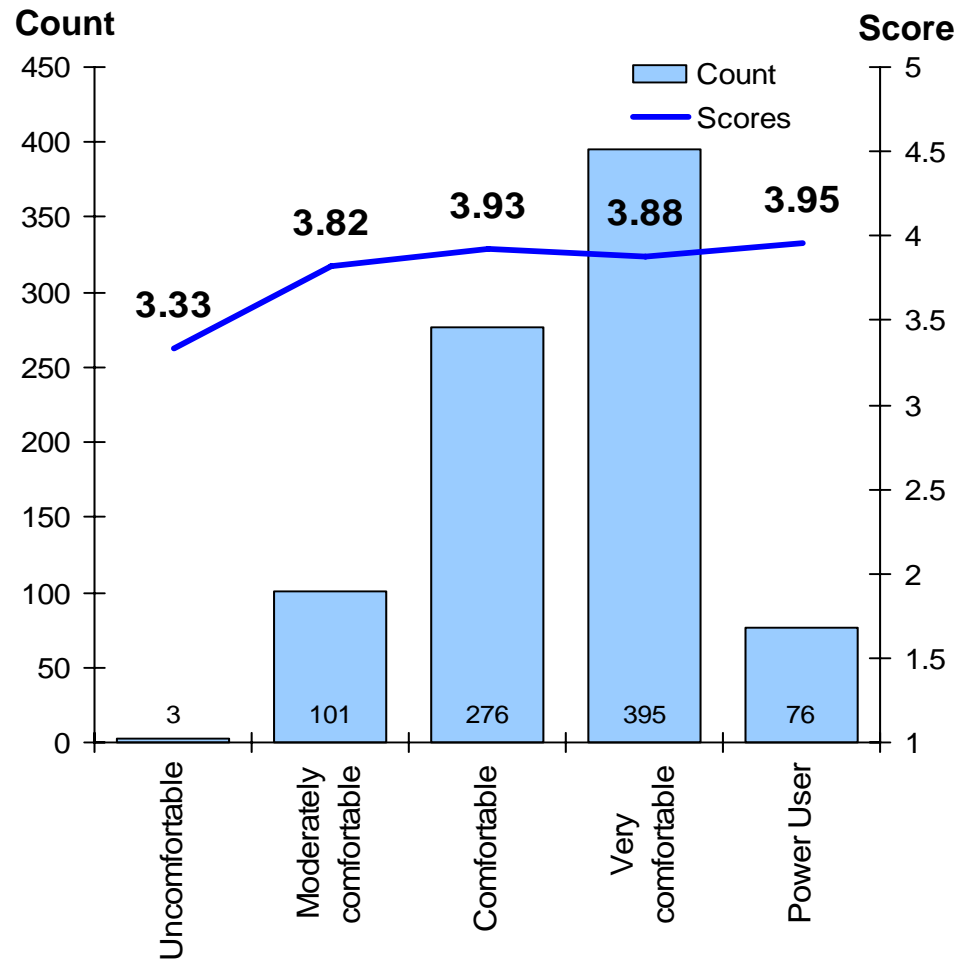
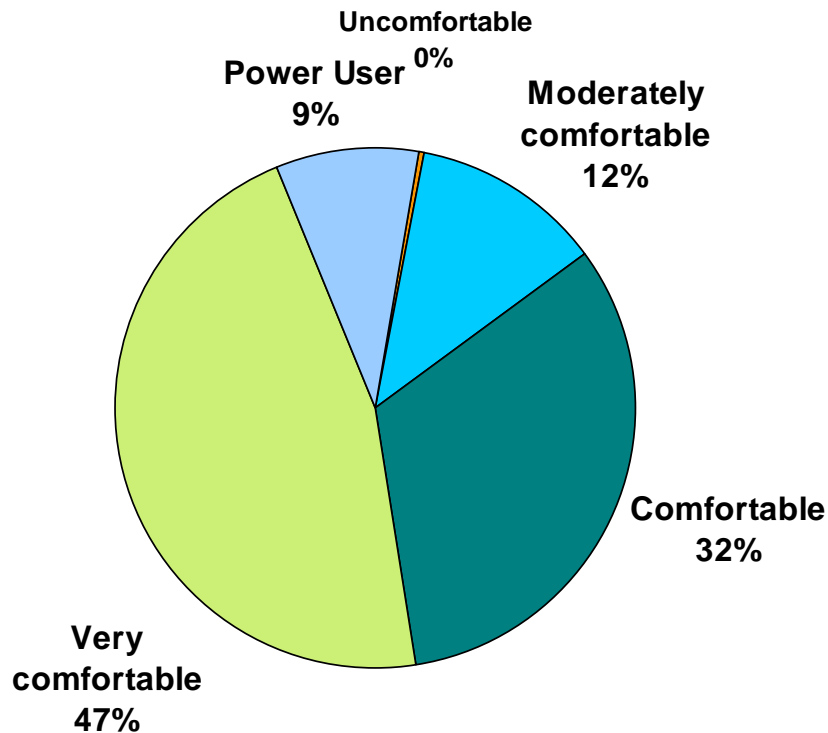
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# MMIS direct logon interface – Scores and Counts

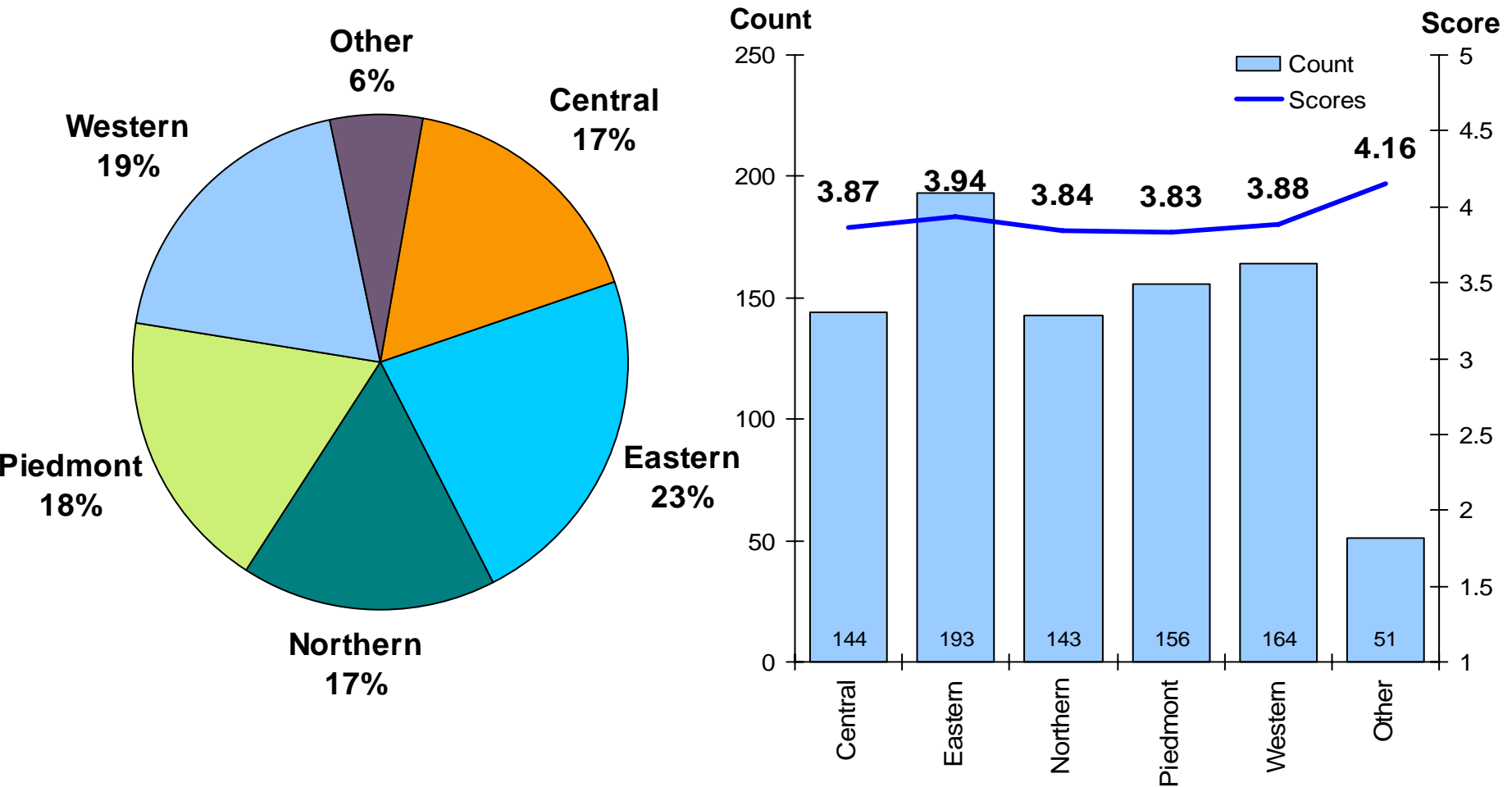
## Computer Proficiency





# MMIS direct logon interface – Scores and Counts

## Region





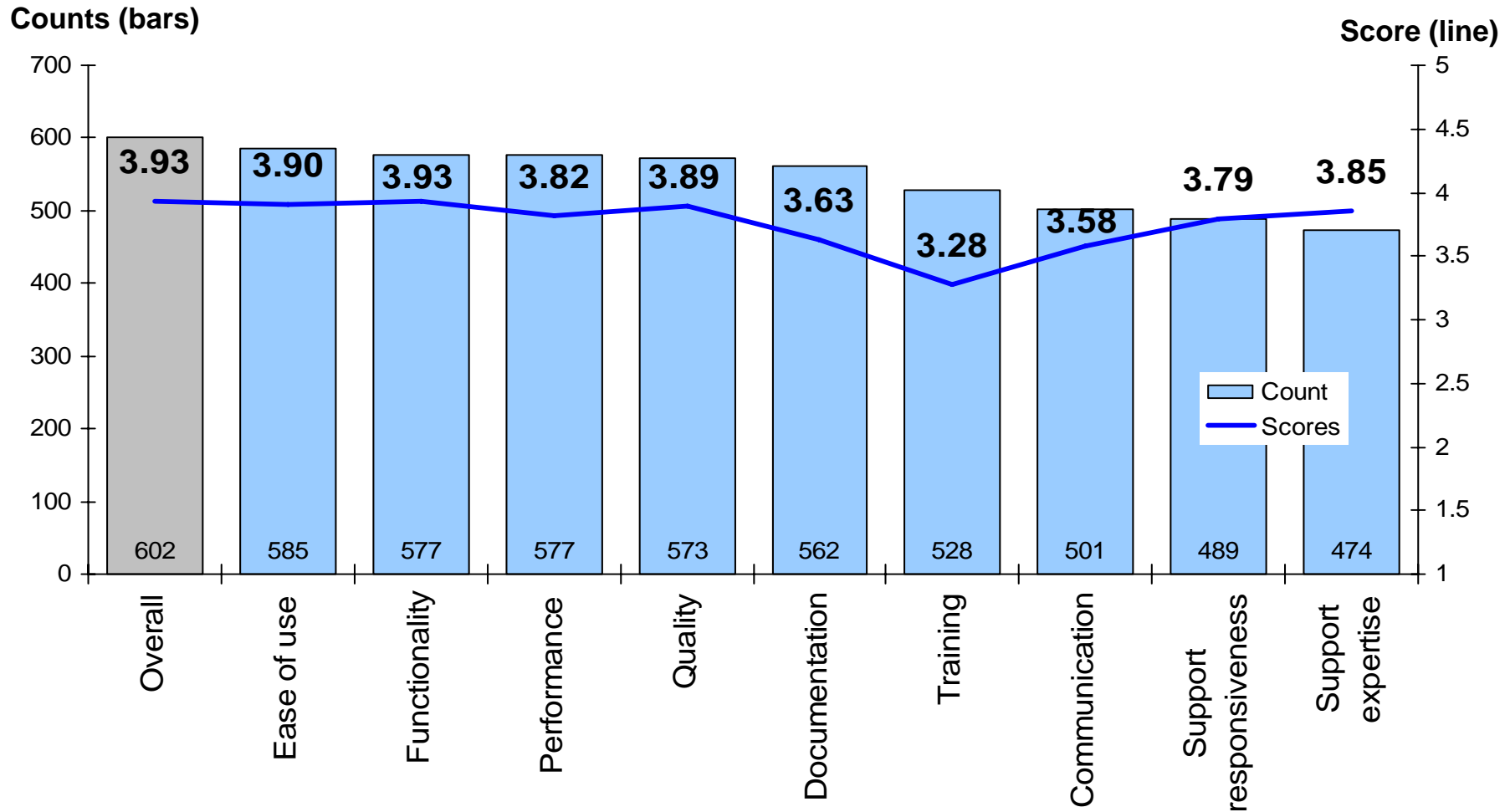
## MSU-to-MMIS interface

Overalls Scores and Counts

Demographic Scores and Counts

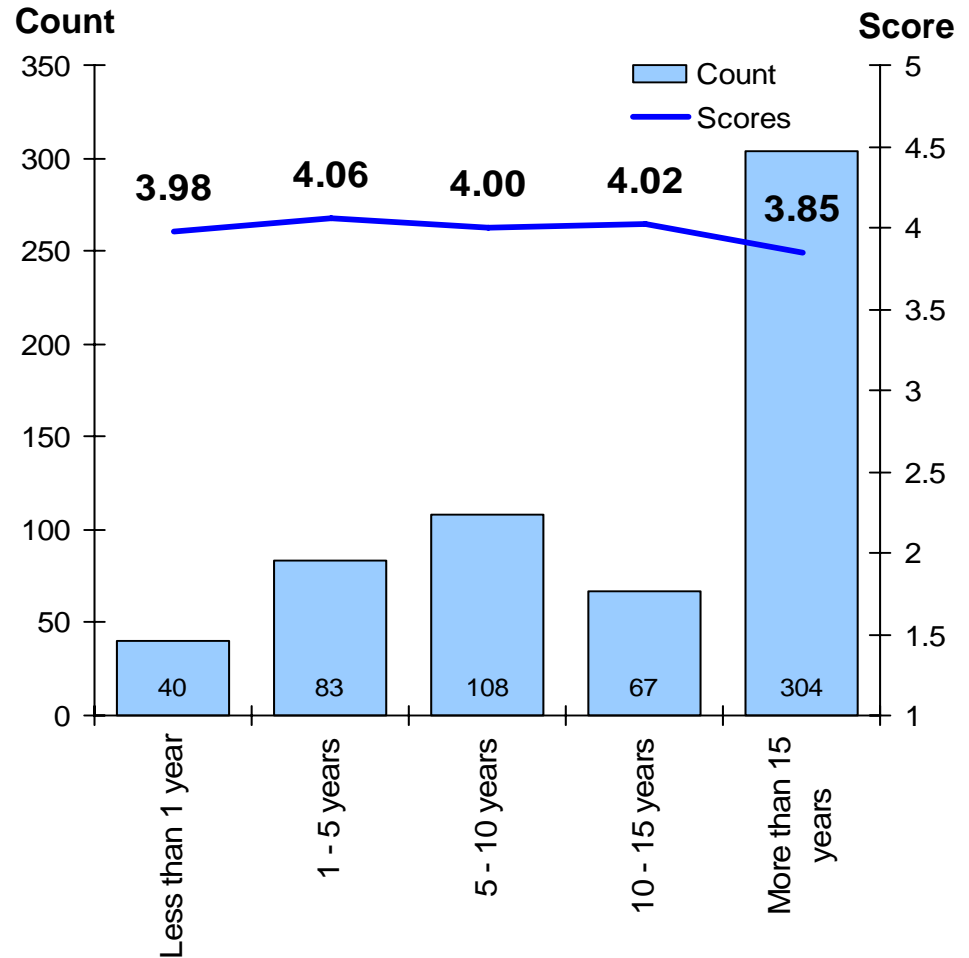
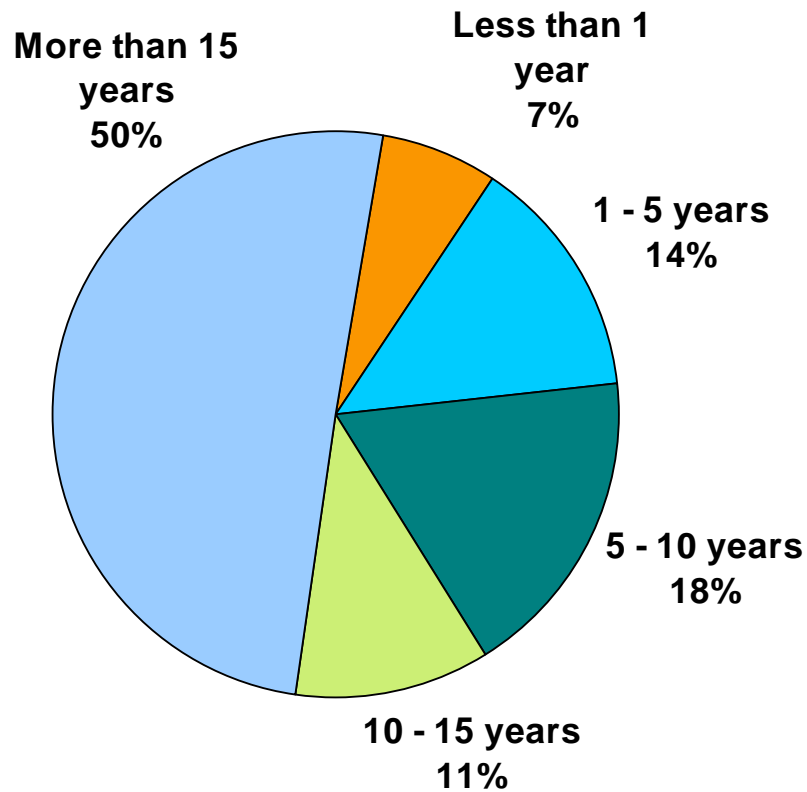
# MSU-to-MMIS interface – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



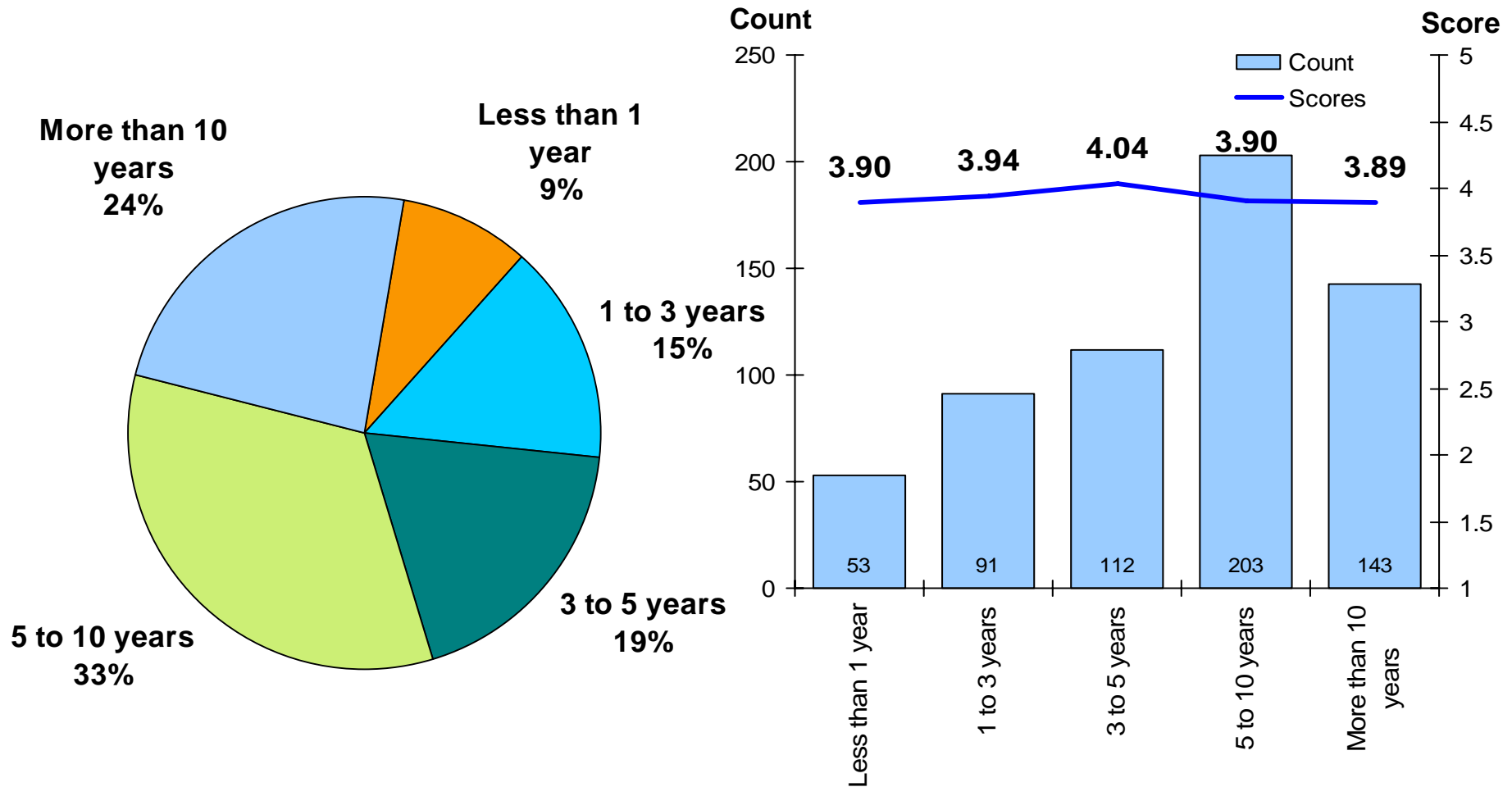
# MSU-to-MMIS interface – Scores and Counts

## Length worked for VSSS



# MSU-to-MMIS interface – Scores and Counts

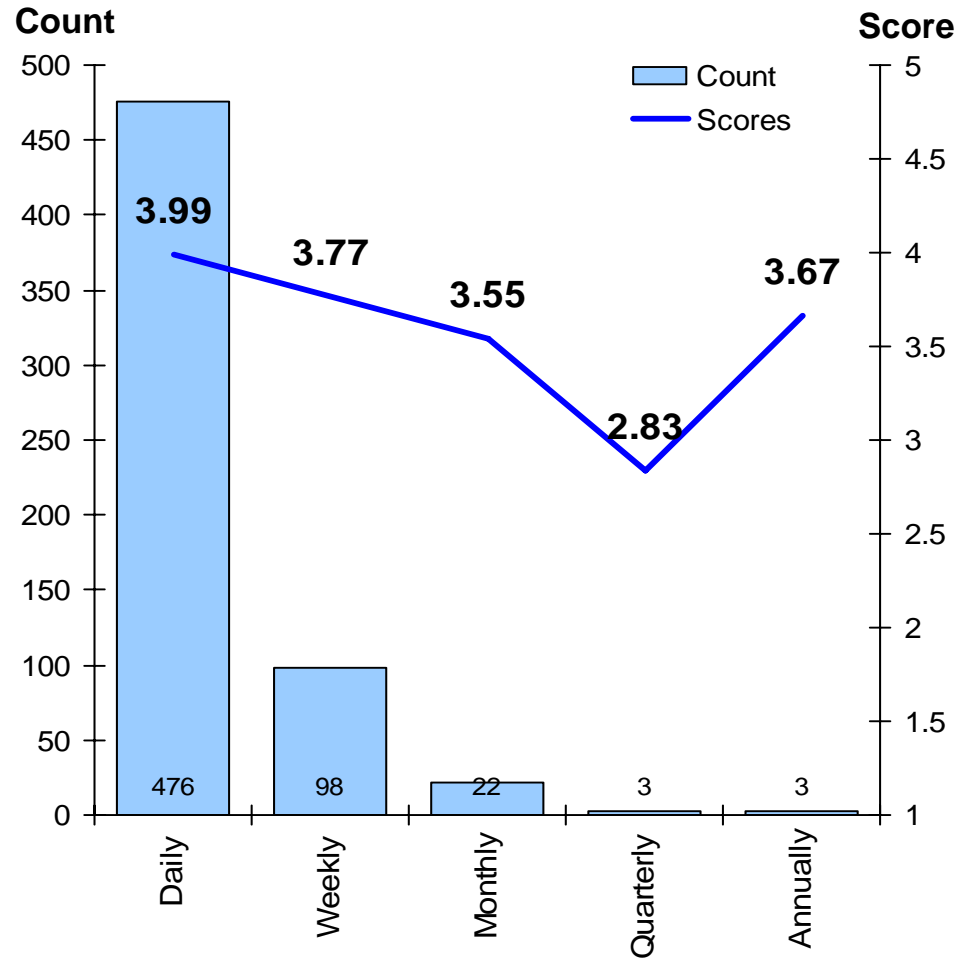
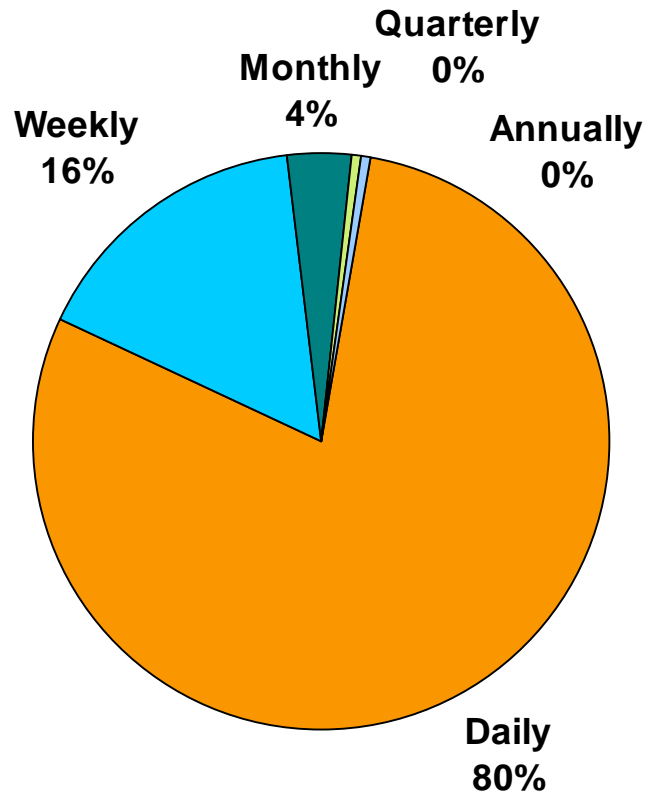
## Length using application





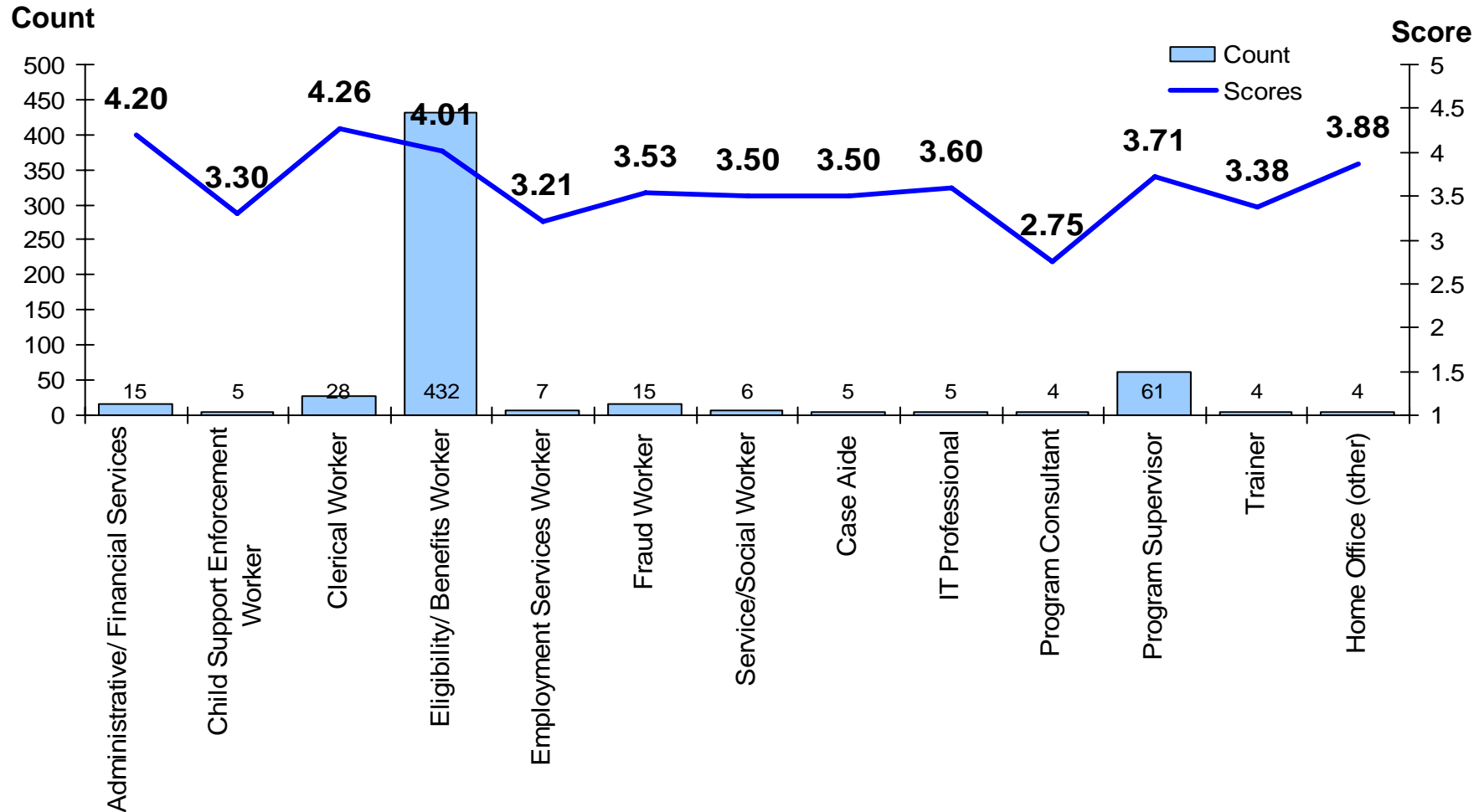
# MSU-to-MMIS interface – Scores and Counts

How often use application



# MSU-to-MMIS interface – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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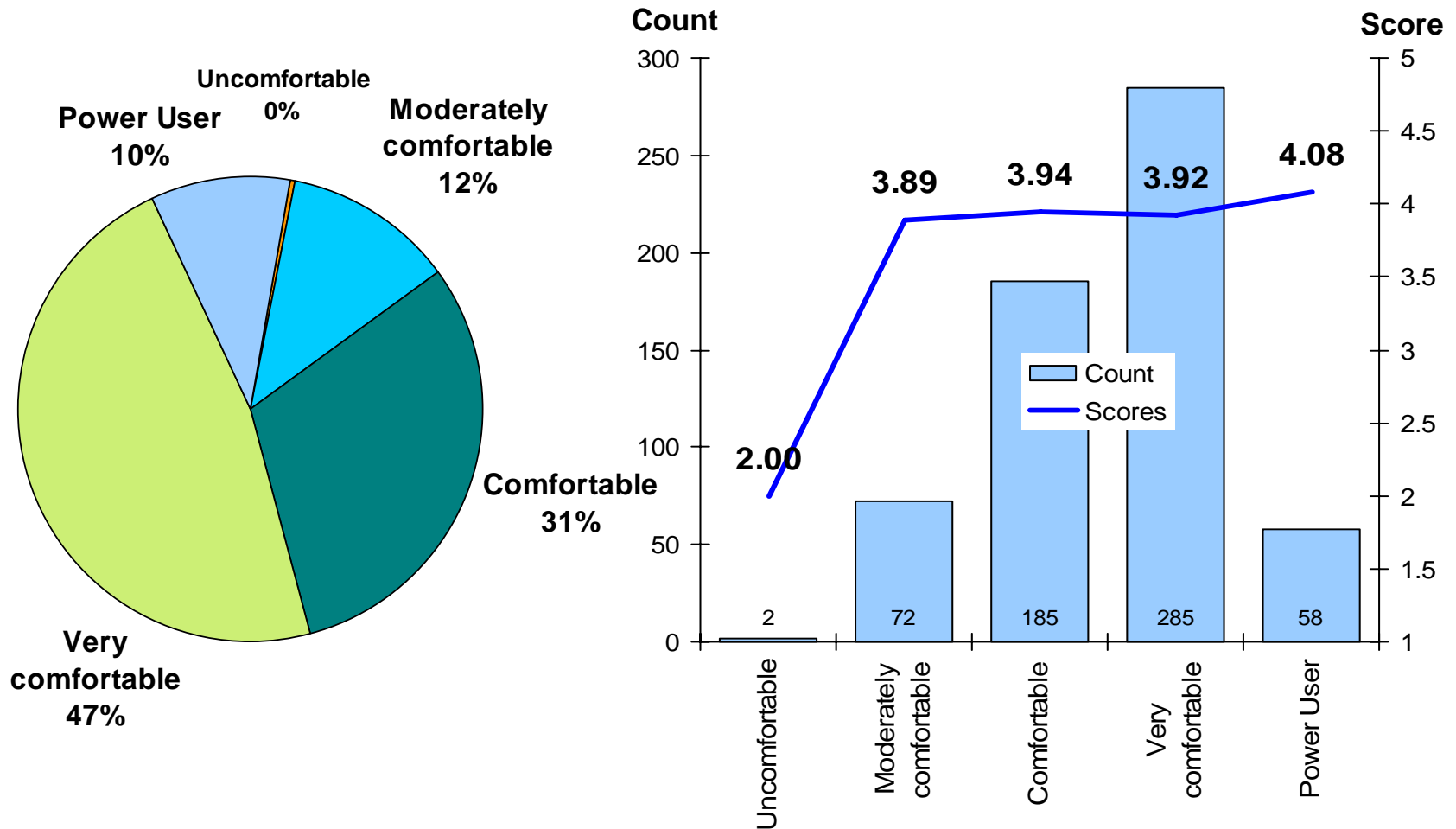
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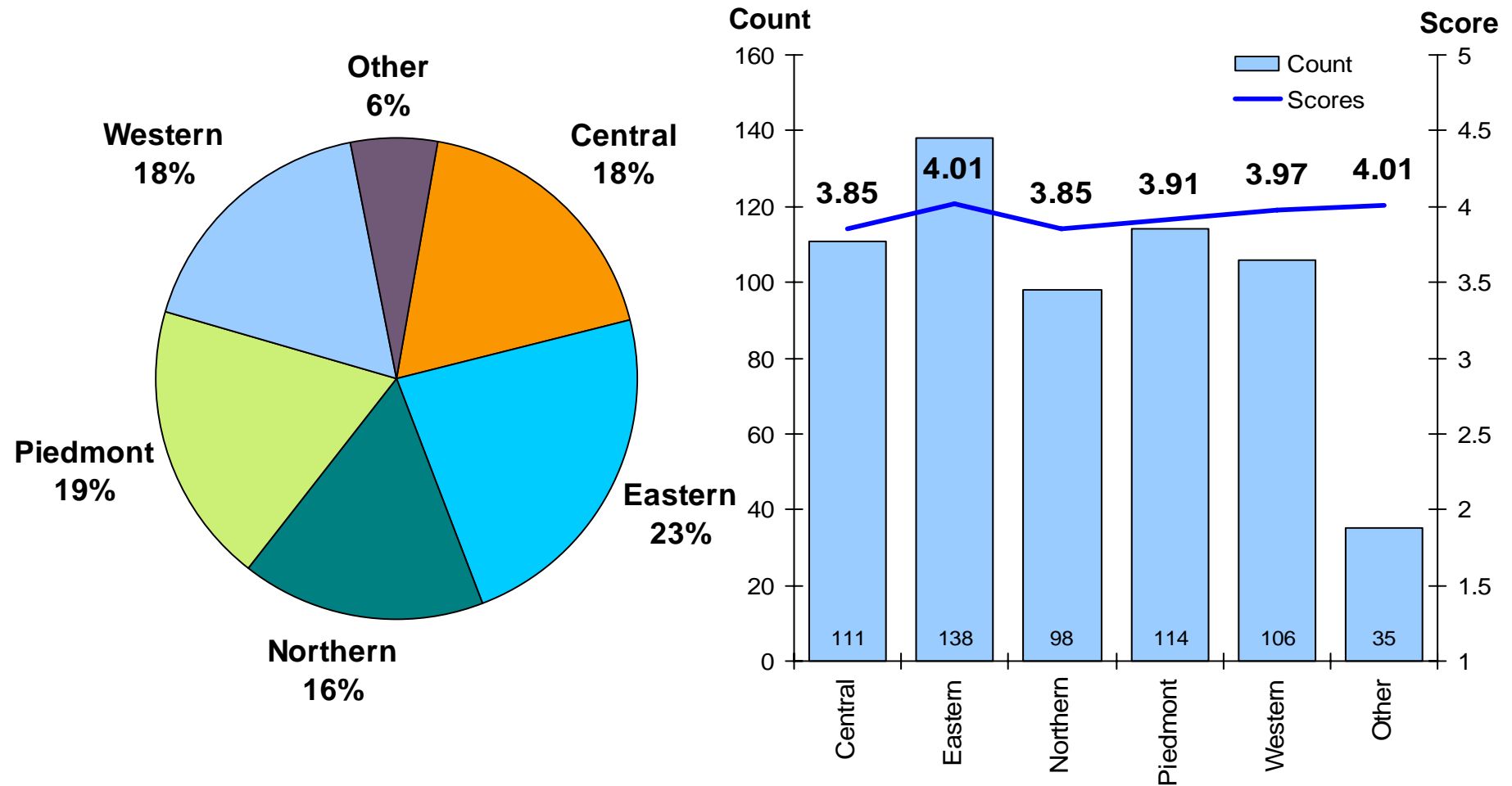
# MSU-to-MMIS interface – Scores and Counts

## Computer Proficiency



# MSU-to-MMIS interface – Scores and Counts

## Region





# OASIS

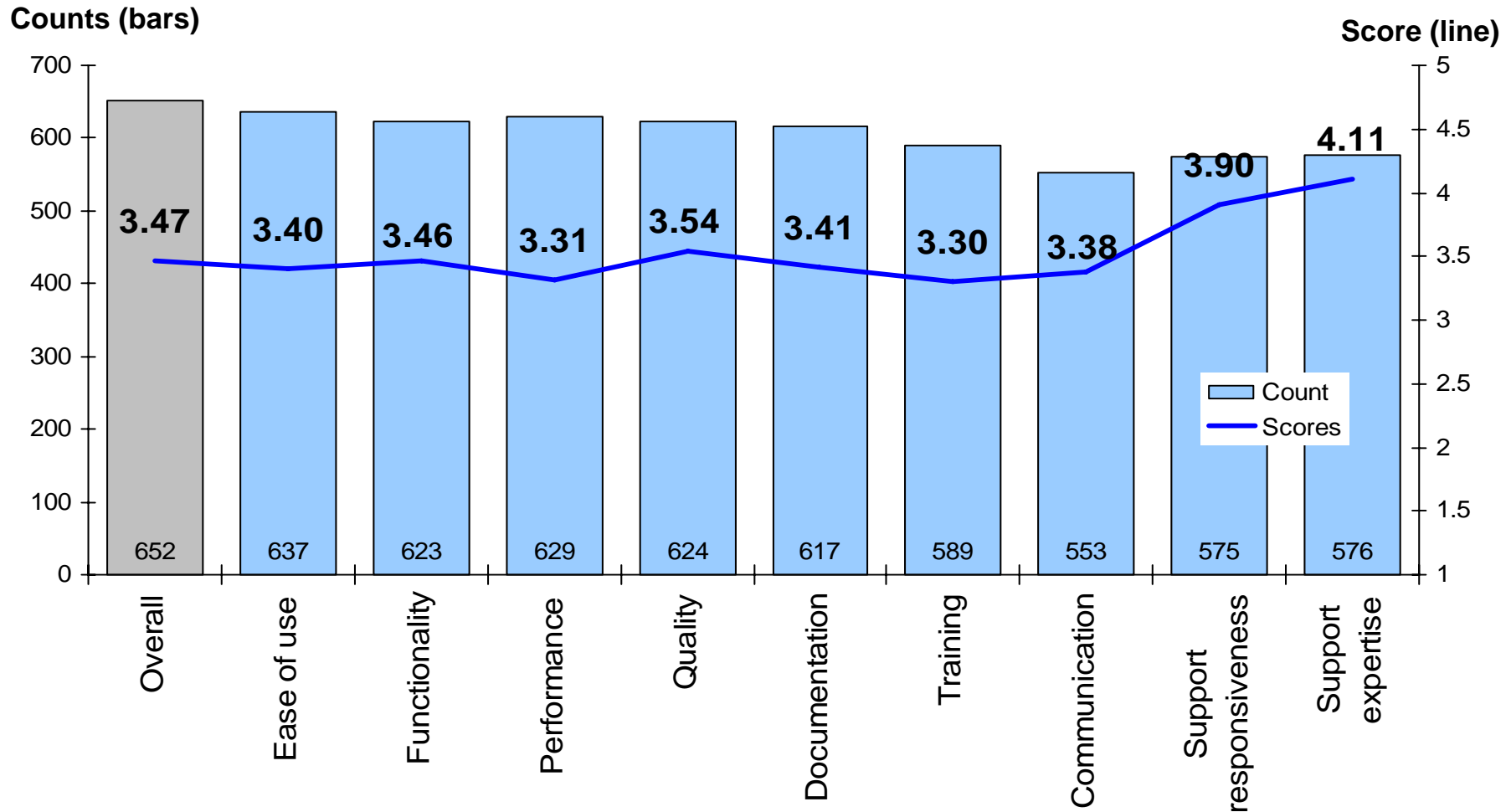
Overalls Scores and Counts

Demographic Scores and Counts



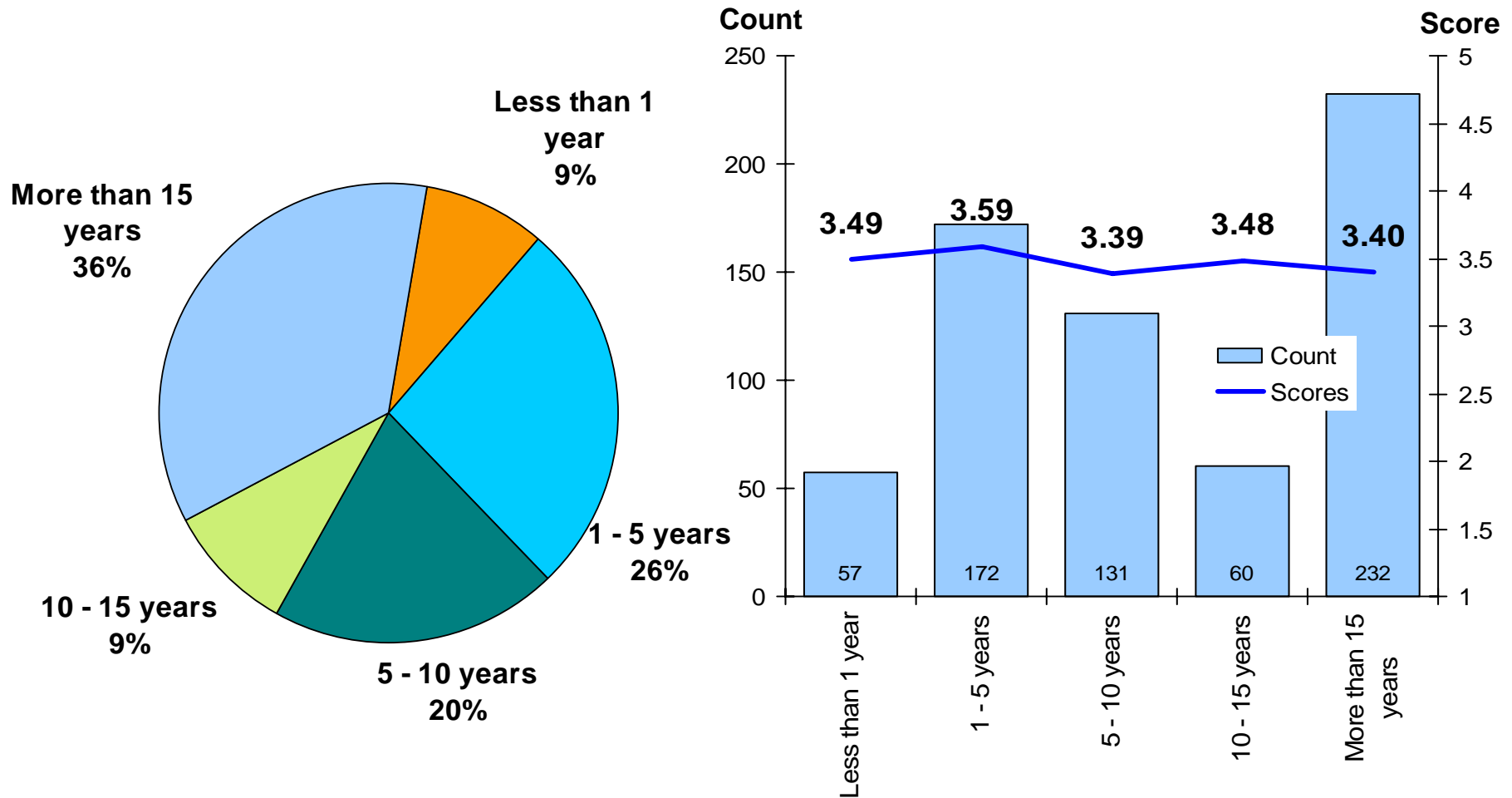
# OASIS – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



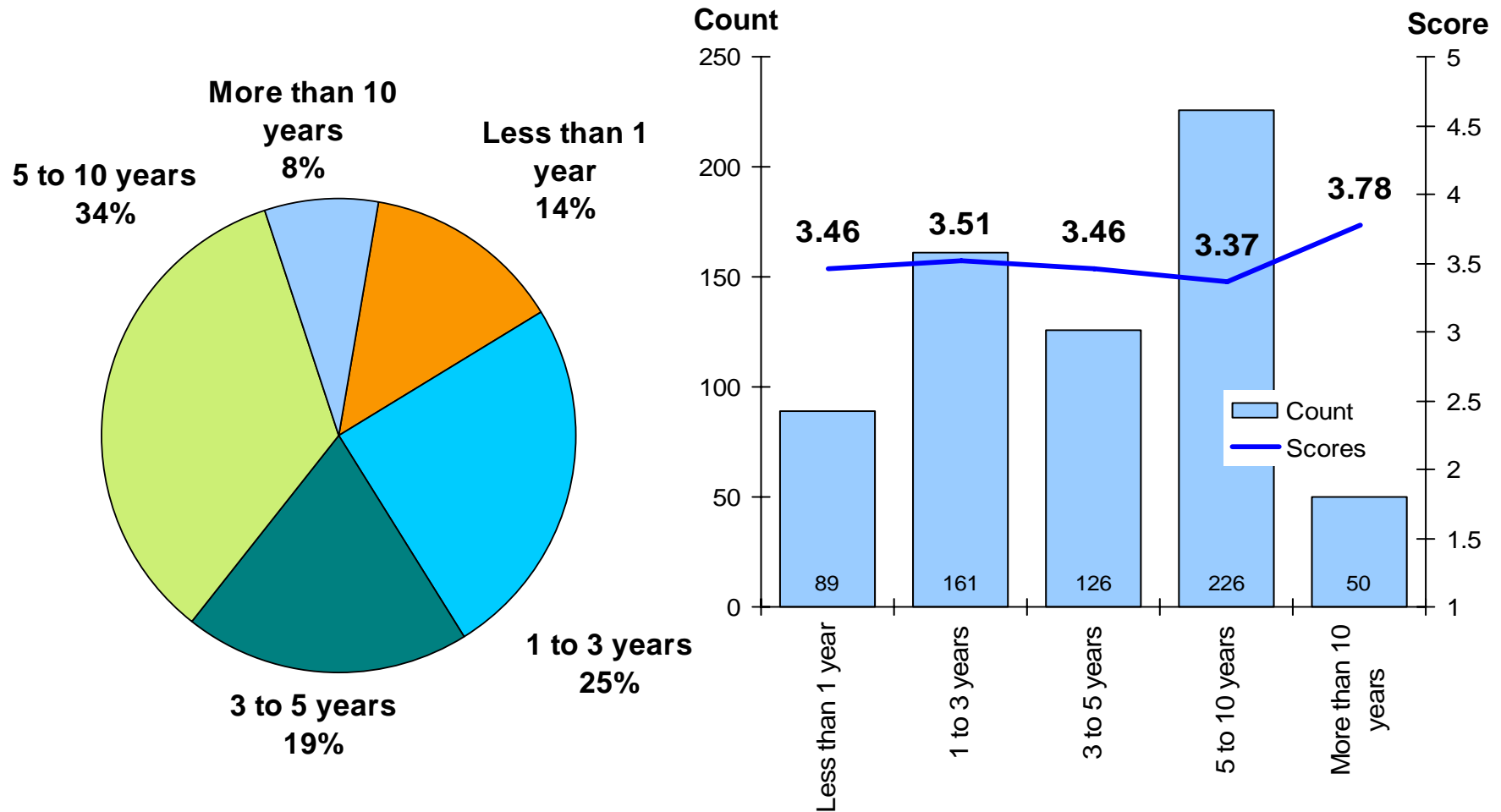
# OASIS – Scores and Counts

## Length worked for VSSS



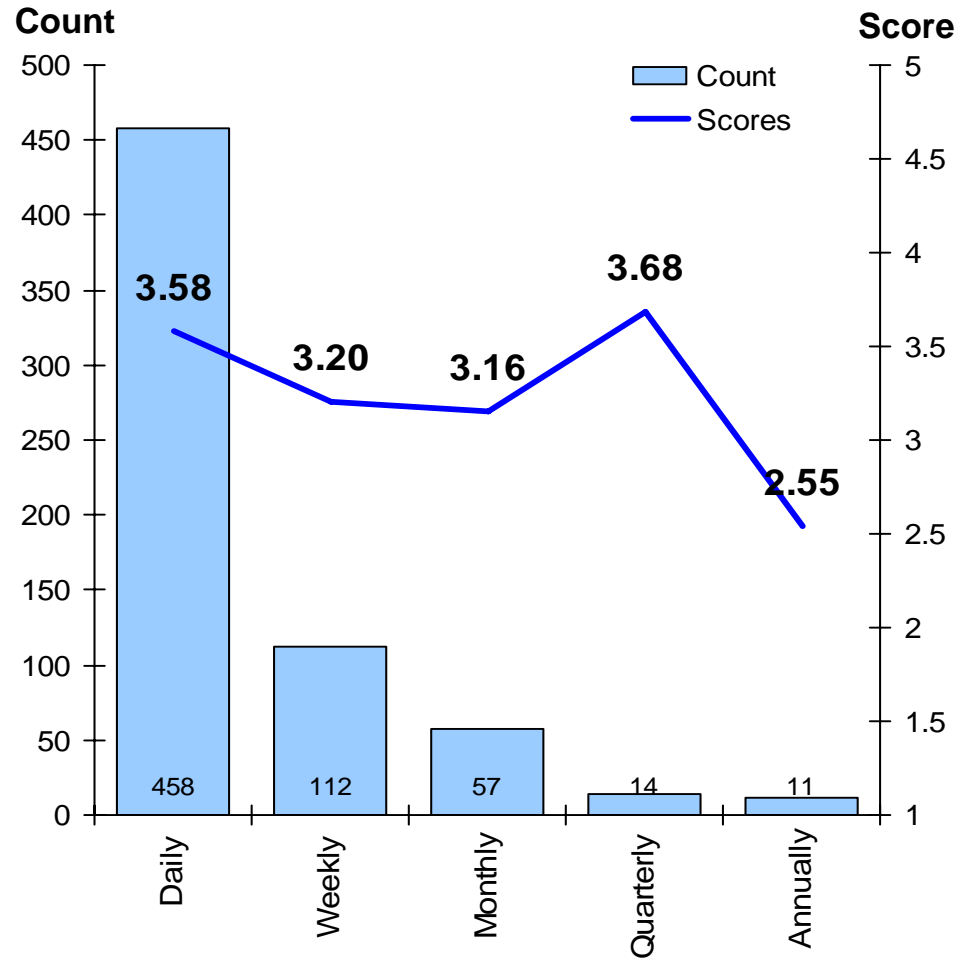
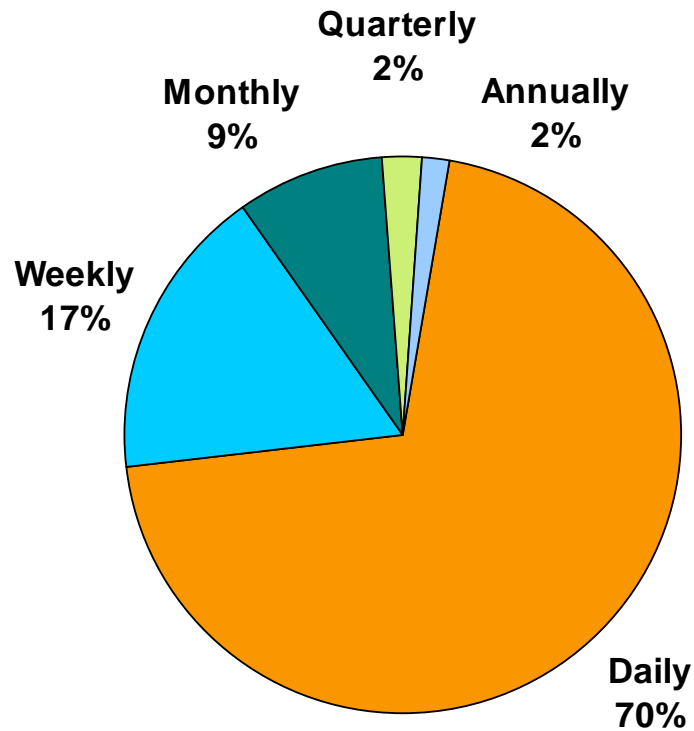
# OASIS – Scores and Counts

## Length using application



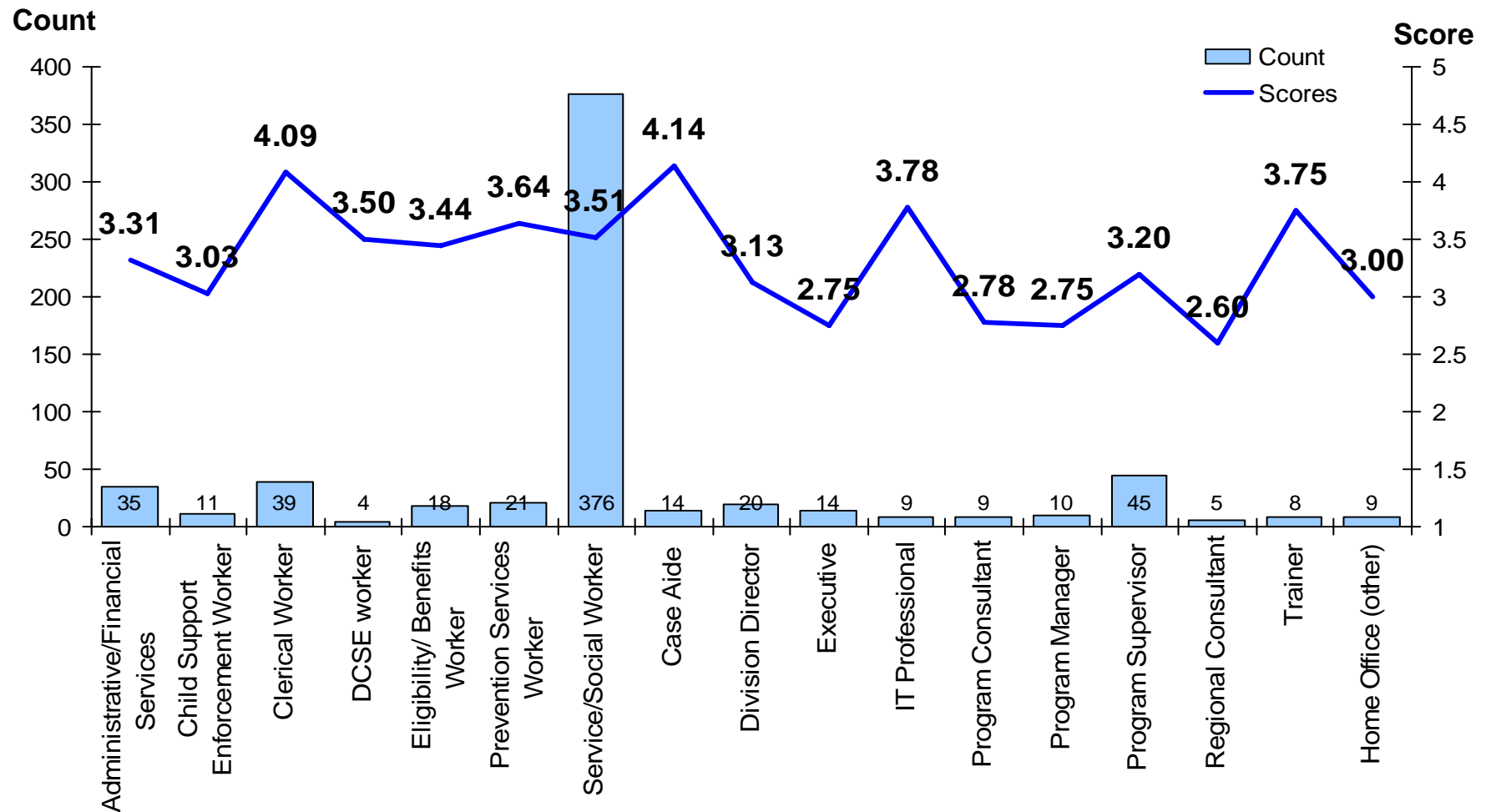
# OASIS – Scores and Counts

How often use application



# OASIS – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

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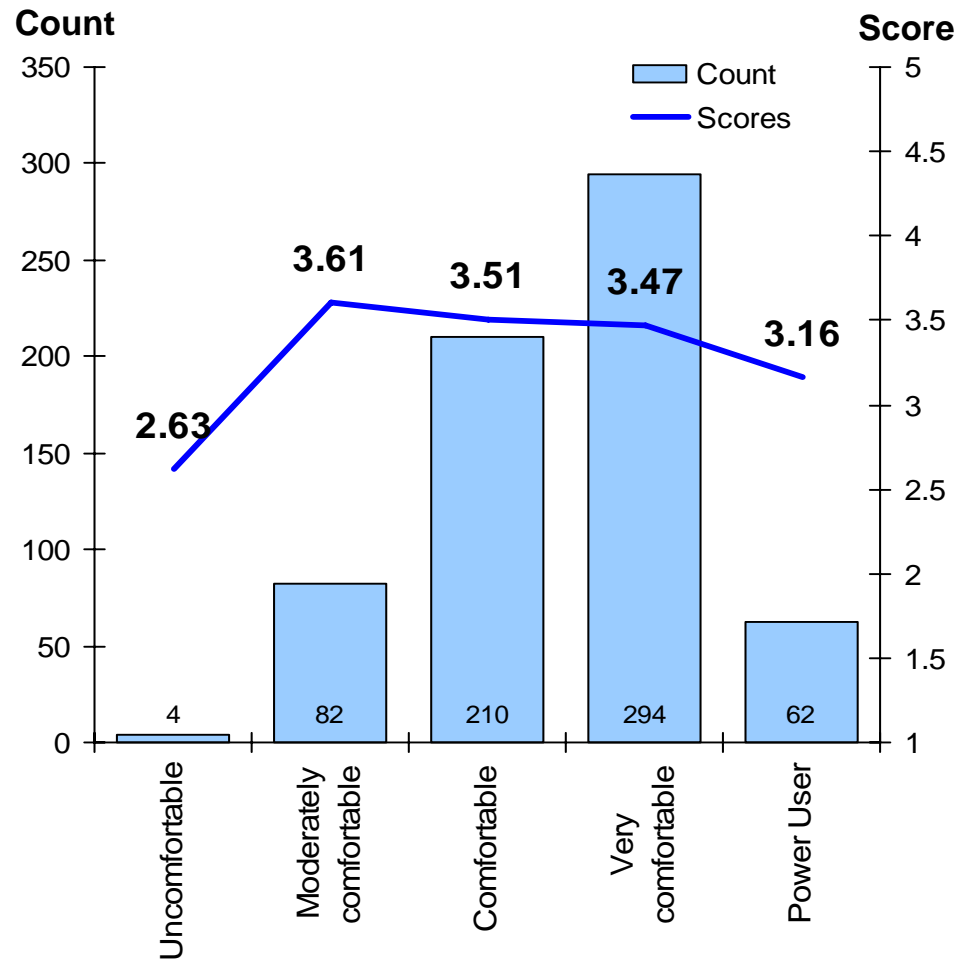
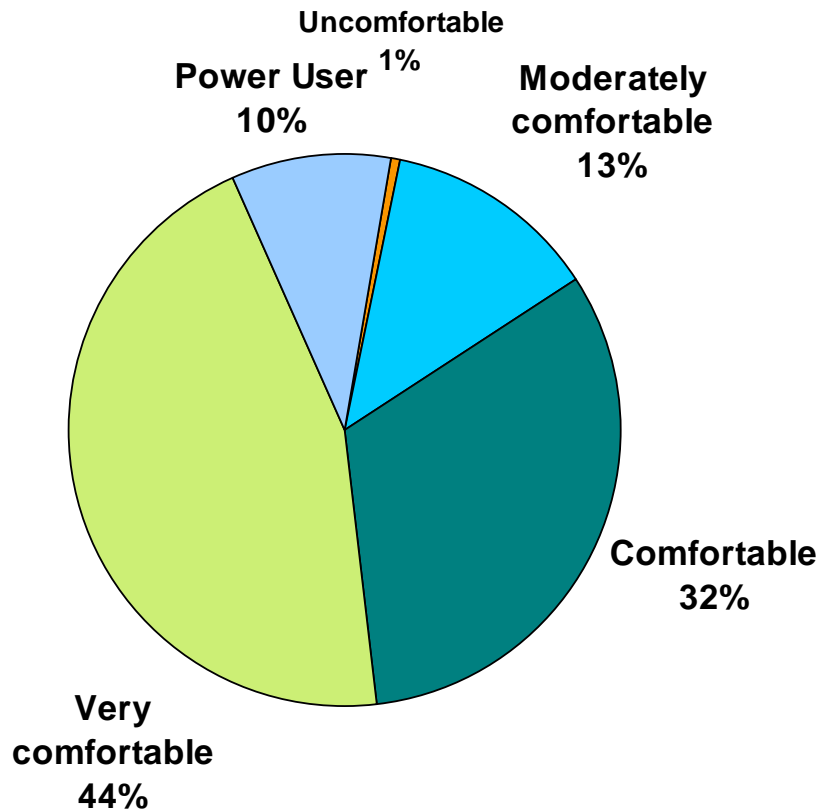
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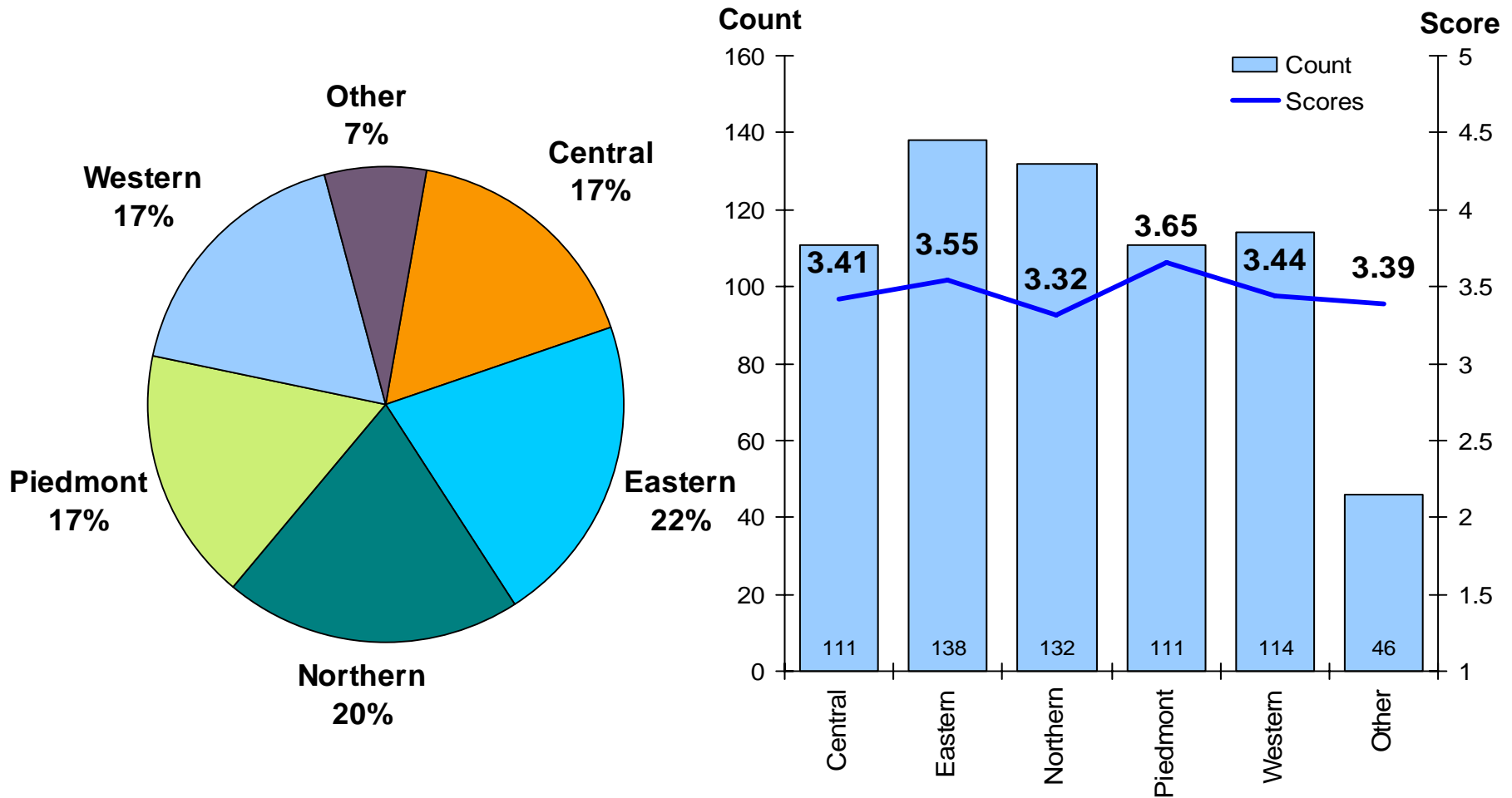
# OASIS – Scores and Counts

## Computer Proficiency



# OASIS – Scores and Counts

## Region





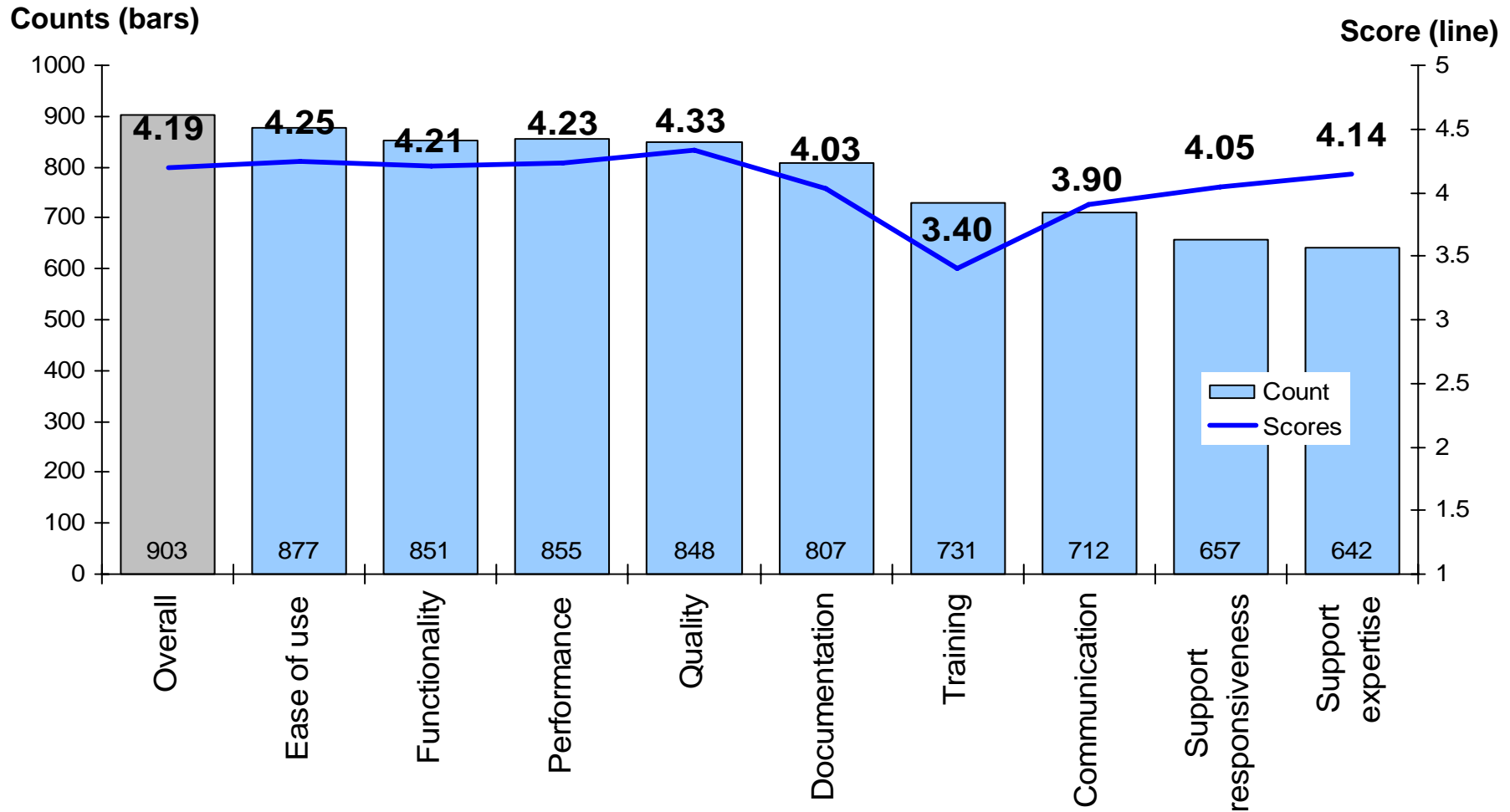
# SPARK

Overalls Scores and Counts

Demographic Scores and Counts

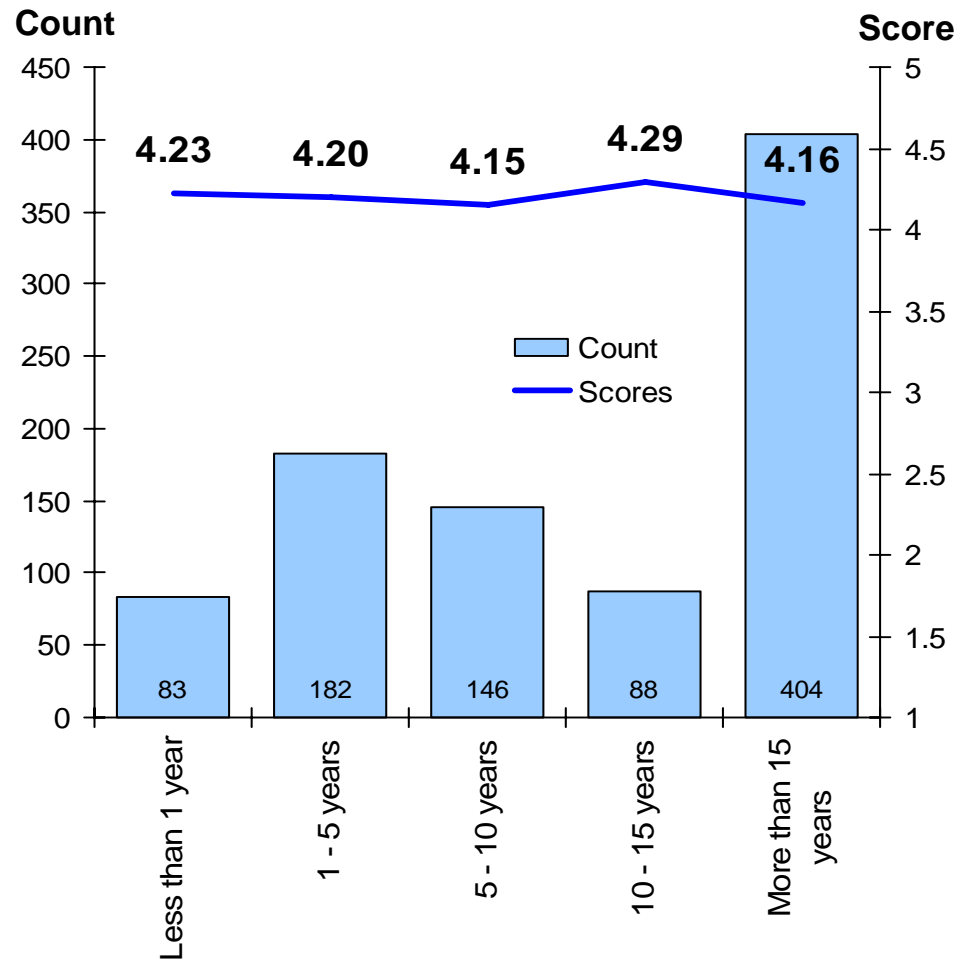
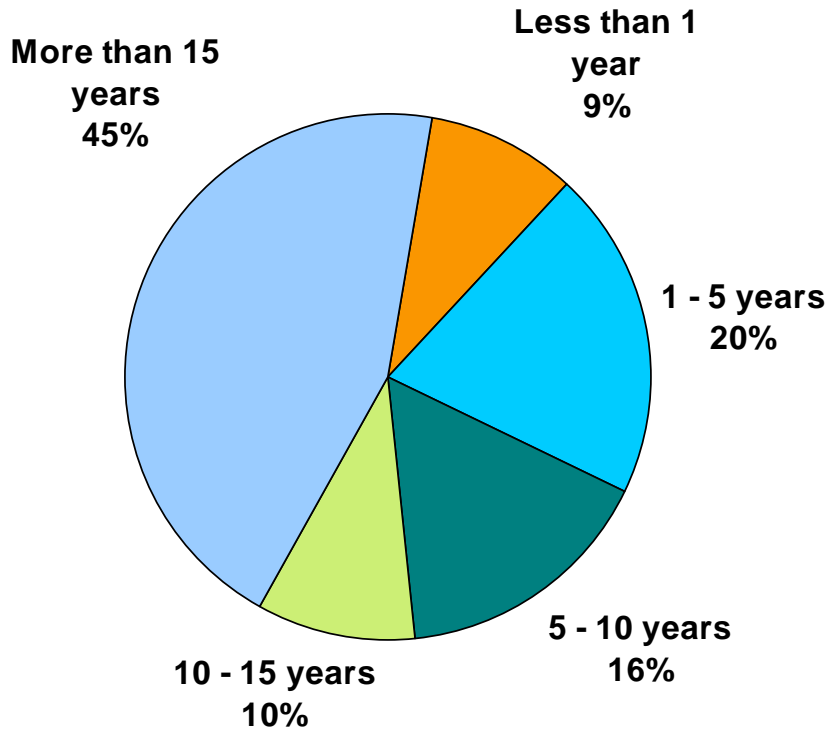
# SPARK – Overall Scores and Counts

Overall Composite score, criteria scores and counts



# SPARK – Scores and Counts

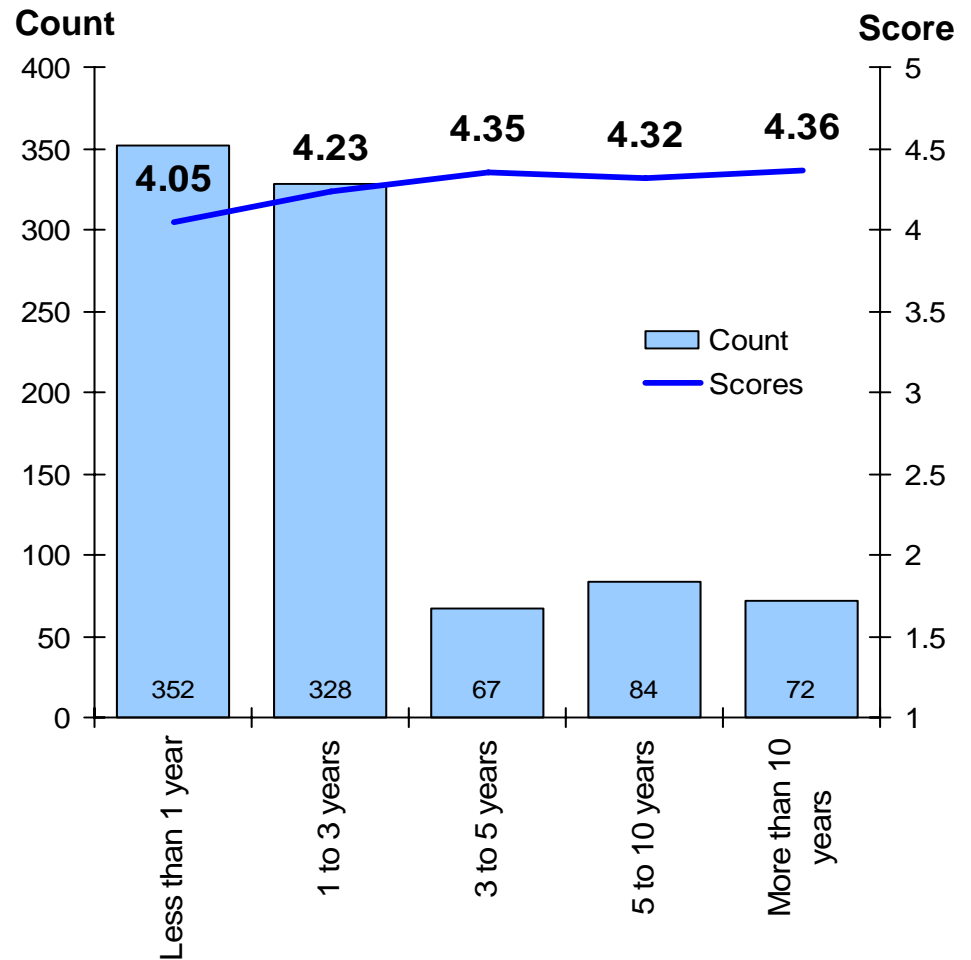
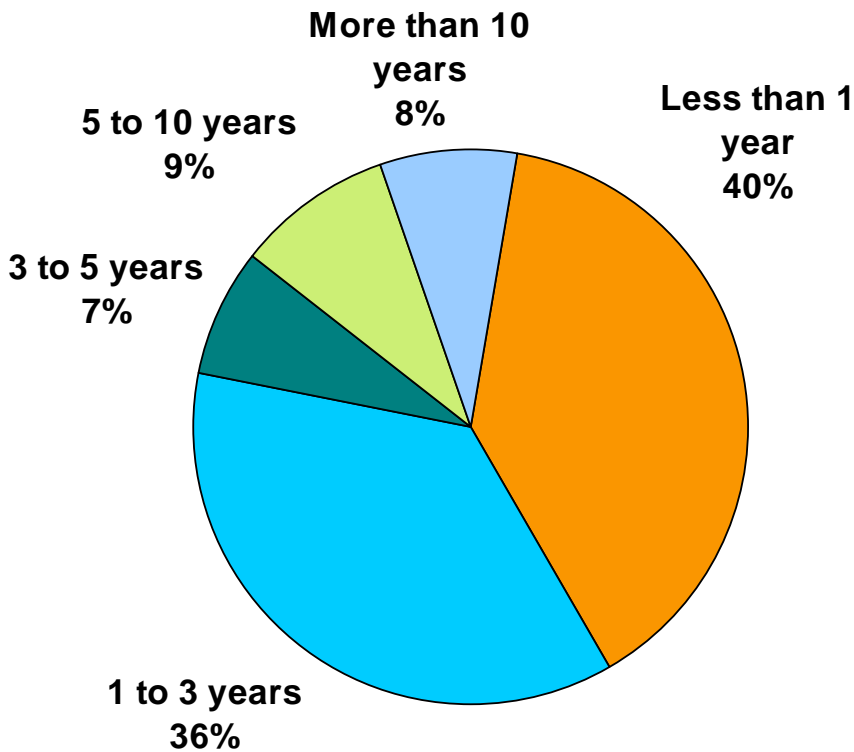
## Length worked for VSSS





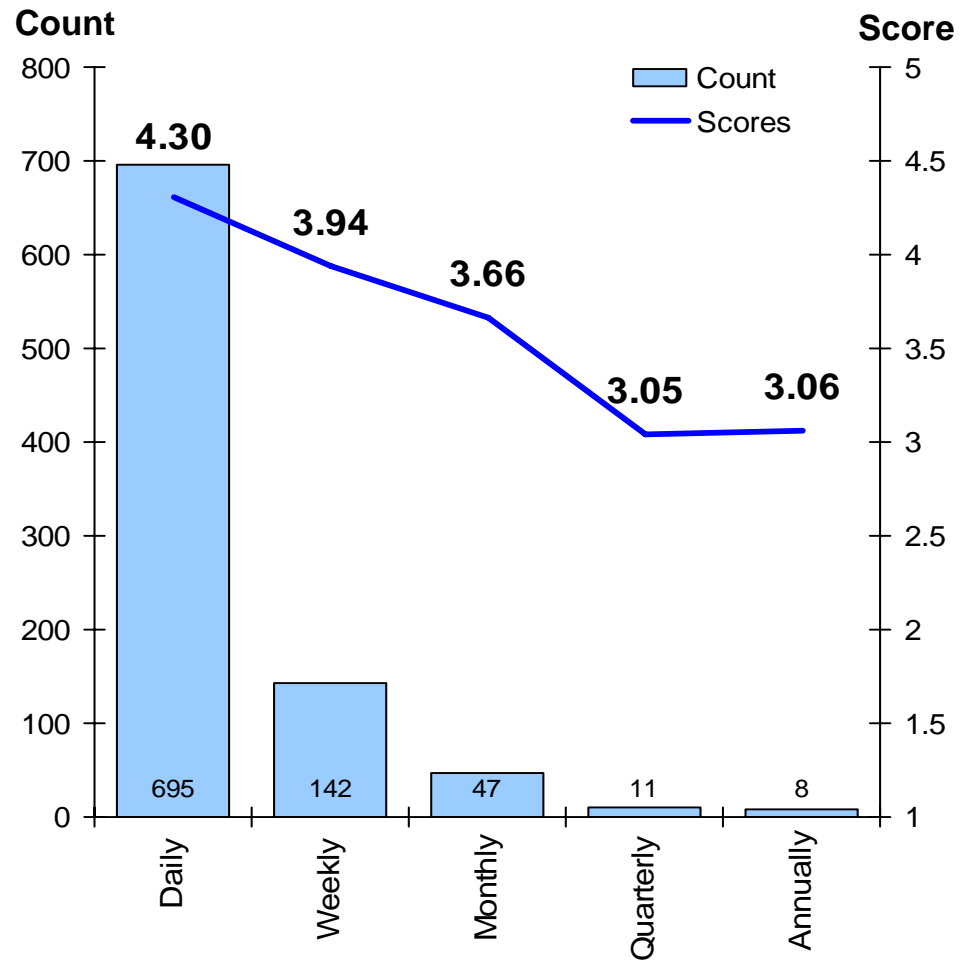
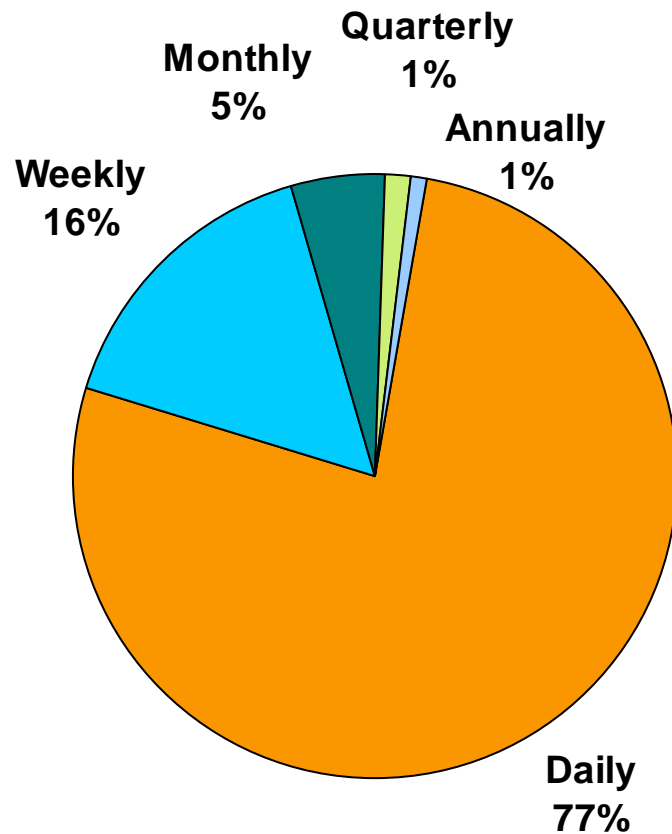
# SPARK – Scores and Counts

## Length using application



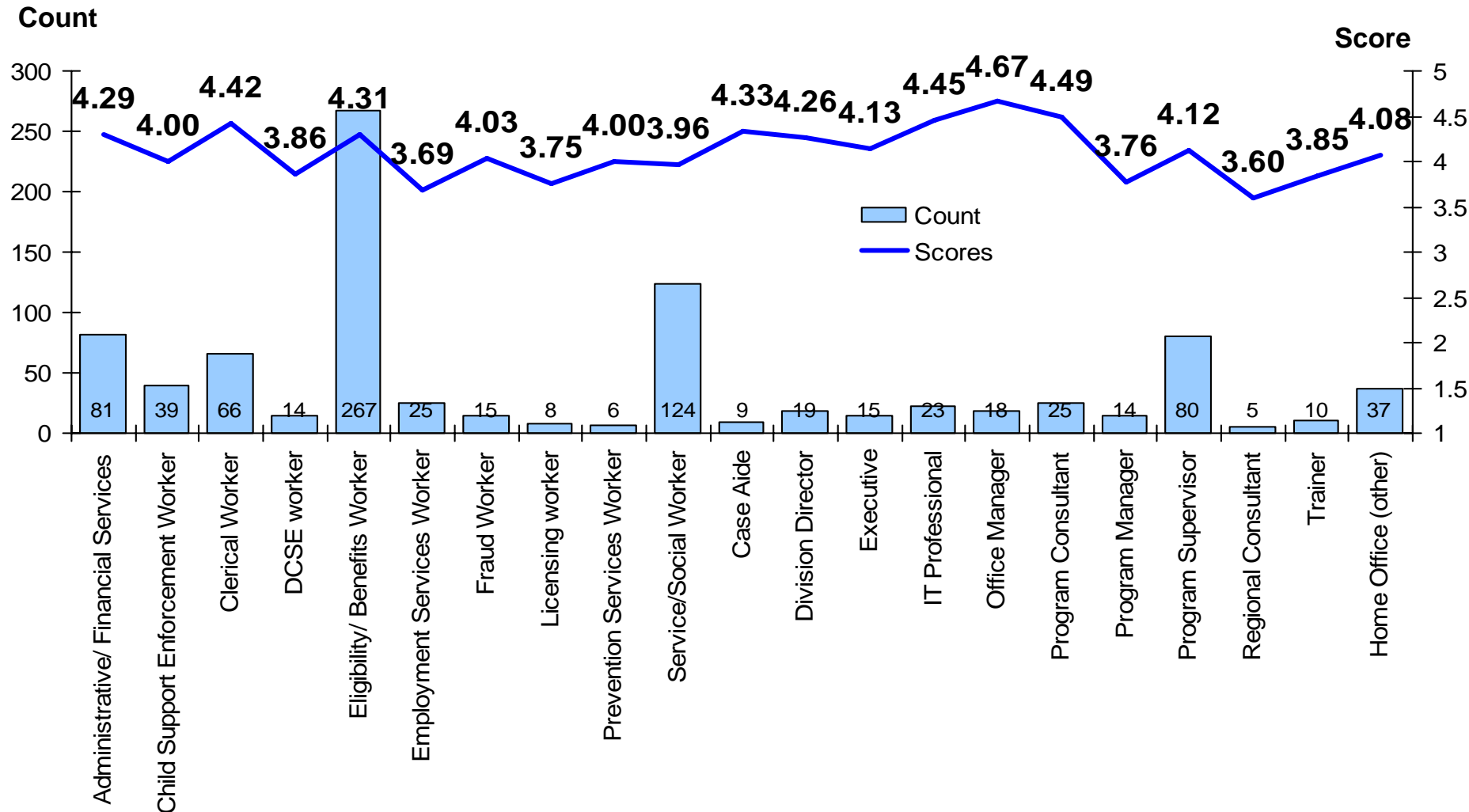
# SPARK – Scores and Counts

## How often use application



# SPARK – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

For internal use of VSSS only.

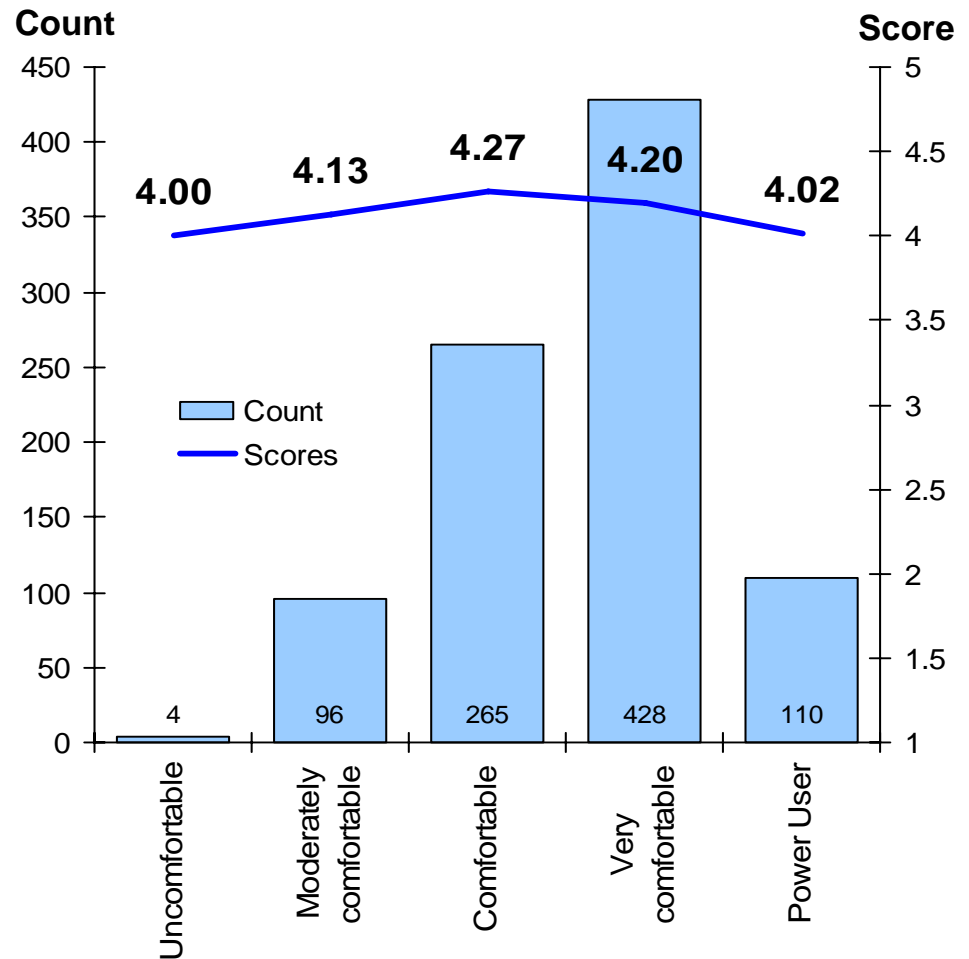
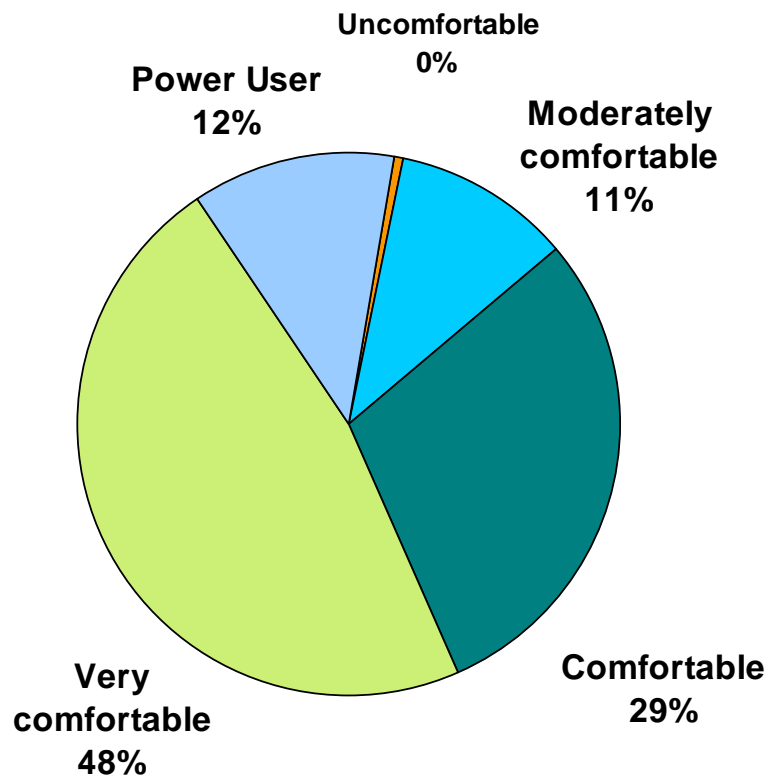
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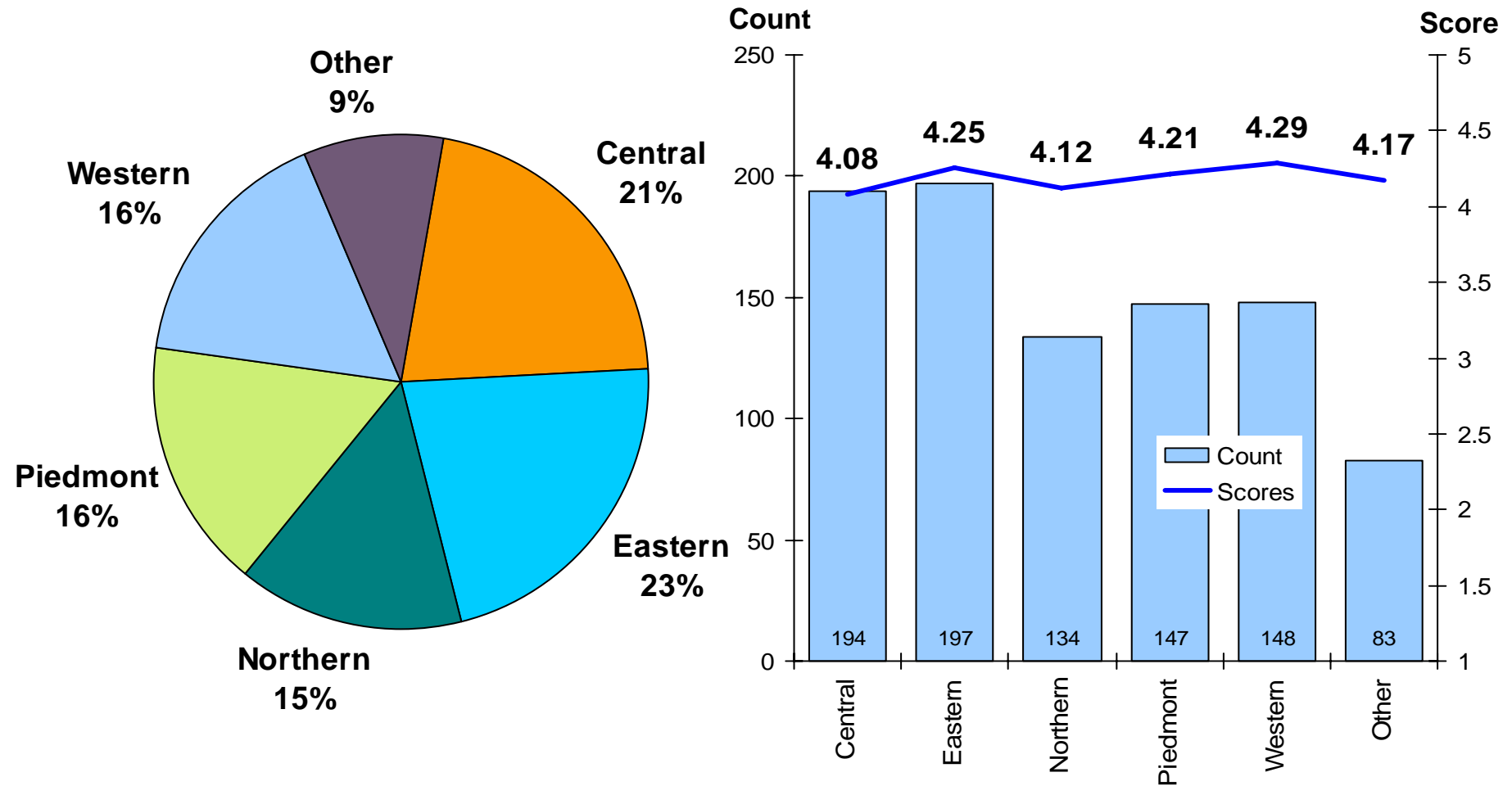
# SPARK – Scores and Counts

## Computer proficiency



# SPARK – Scores and Counts

## Region







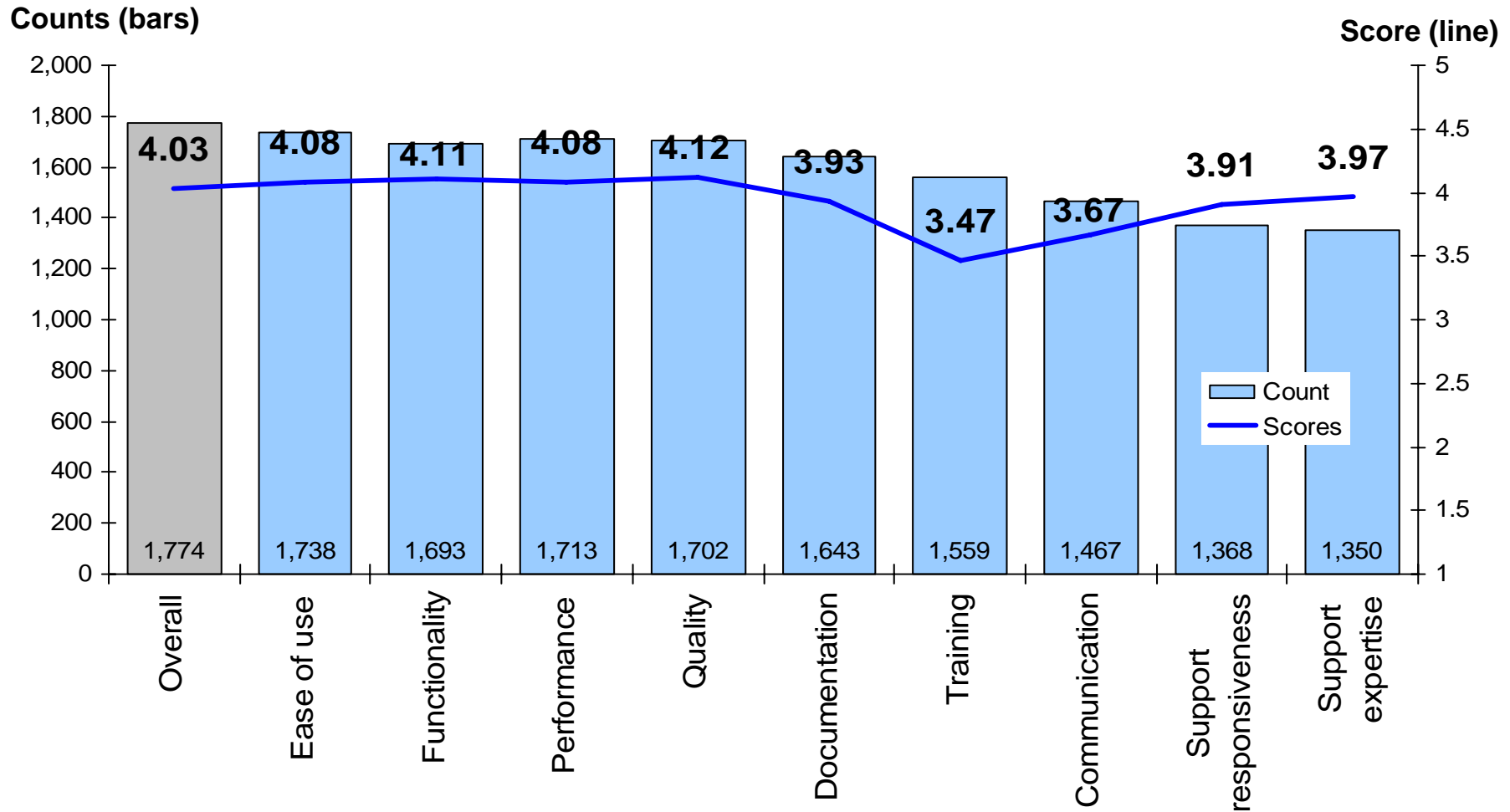
## SPIDeR

Overalls Scores and Counts

Demographic Scores and Counts

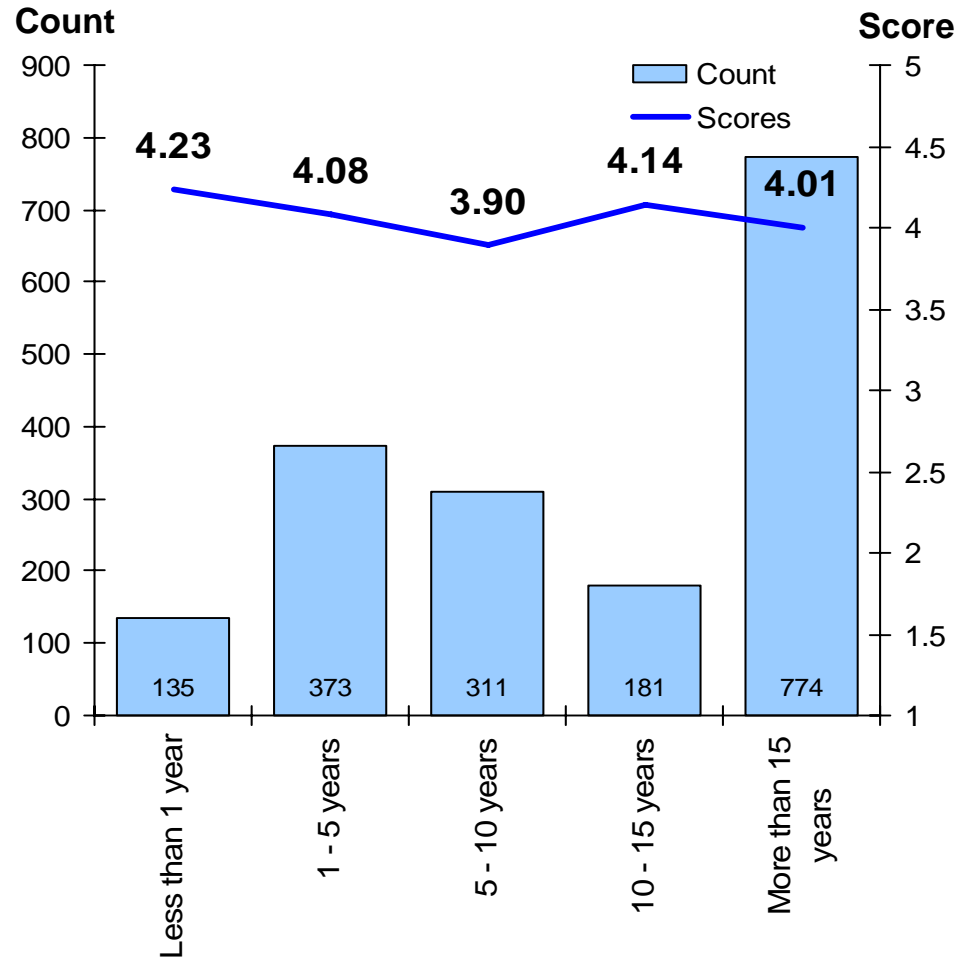
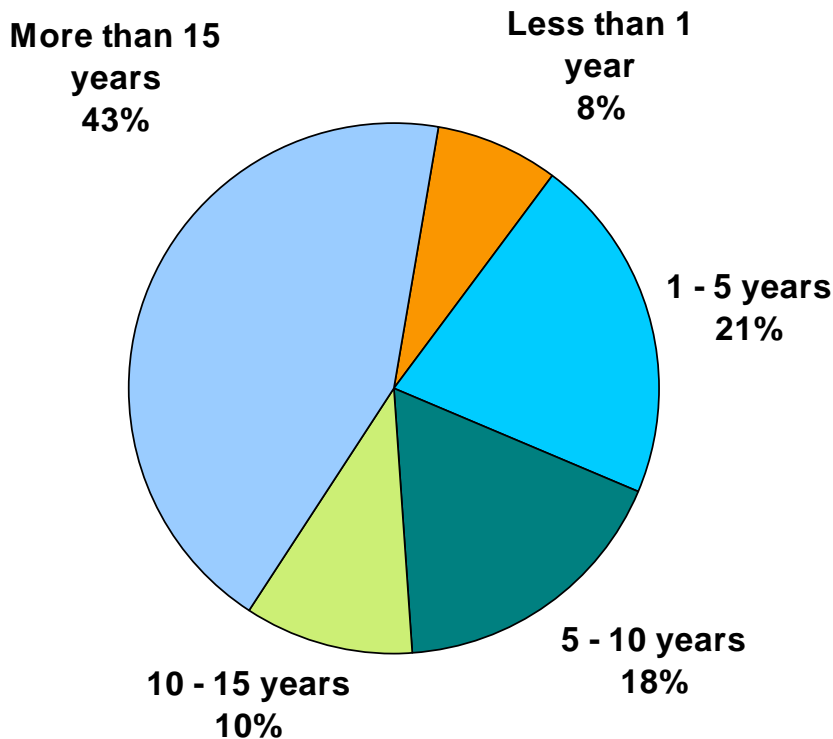
# SPIDeR – Overall Scores and Counts

## Overall Composite score, criteria scores and counts



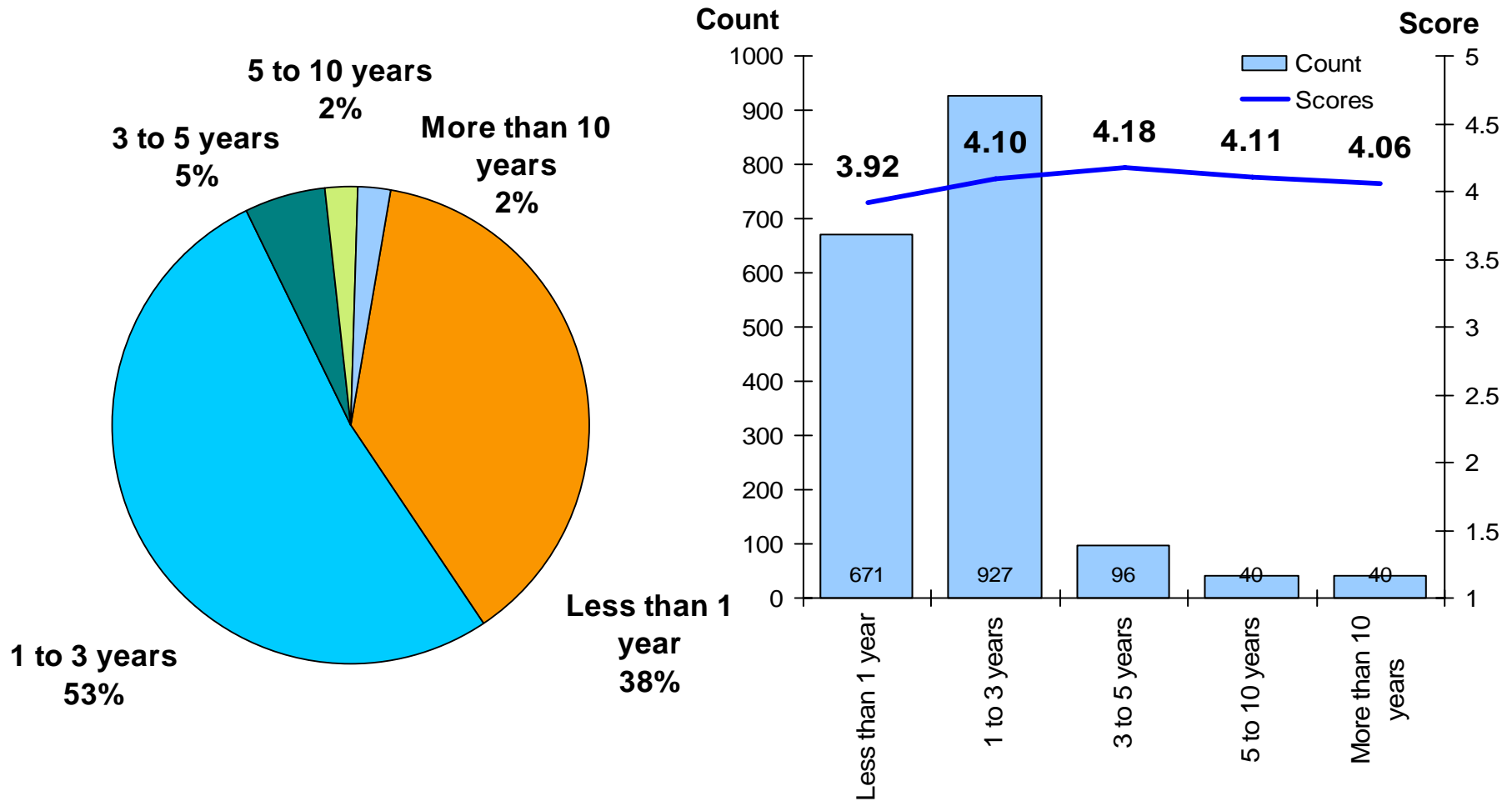
# SPIDeR – Scores and Counts

## Length worked for VSSS



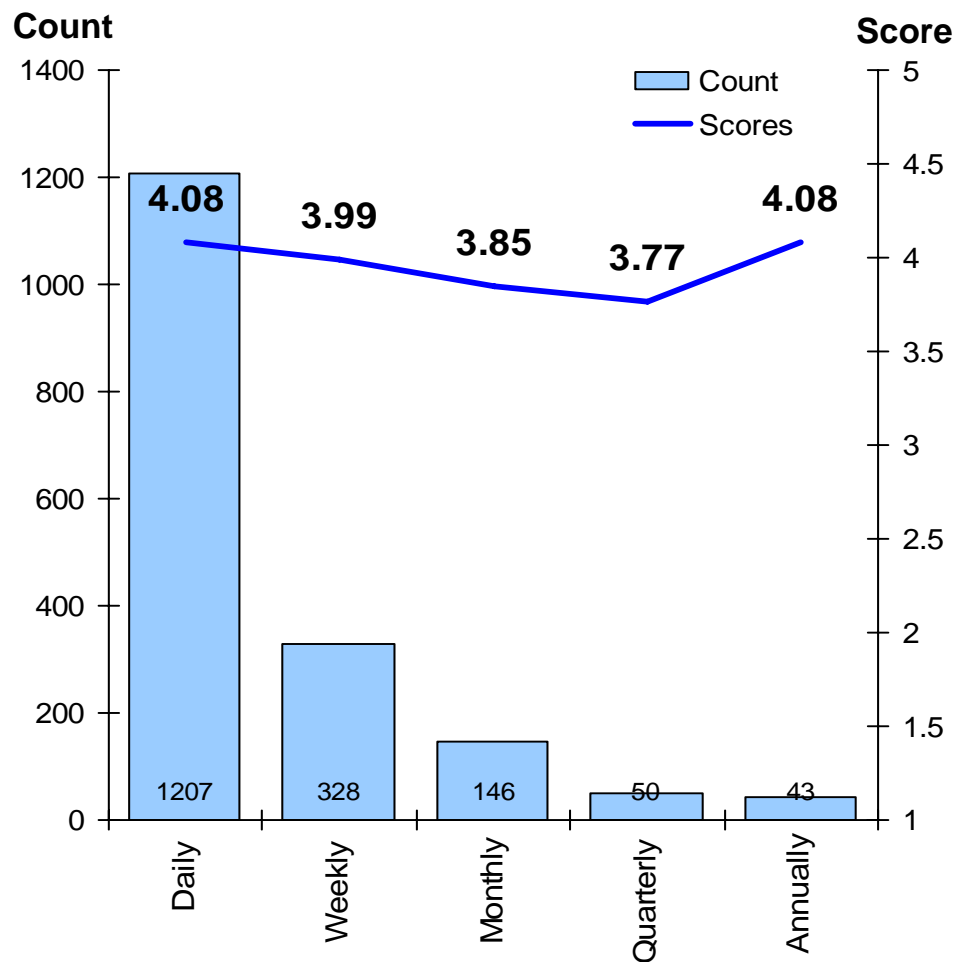
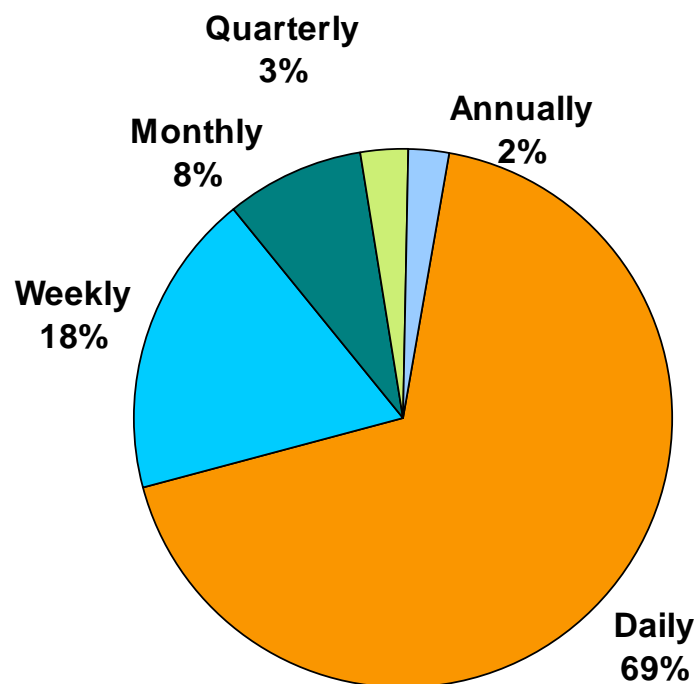
# SPIDeR – Scores and Counts

## Length using application



# SPIDeR – Scores and Counts

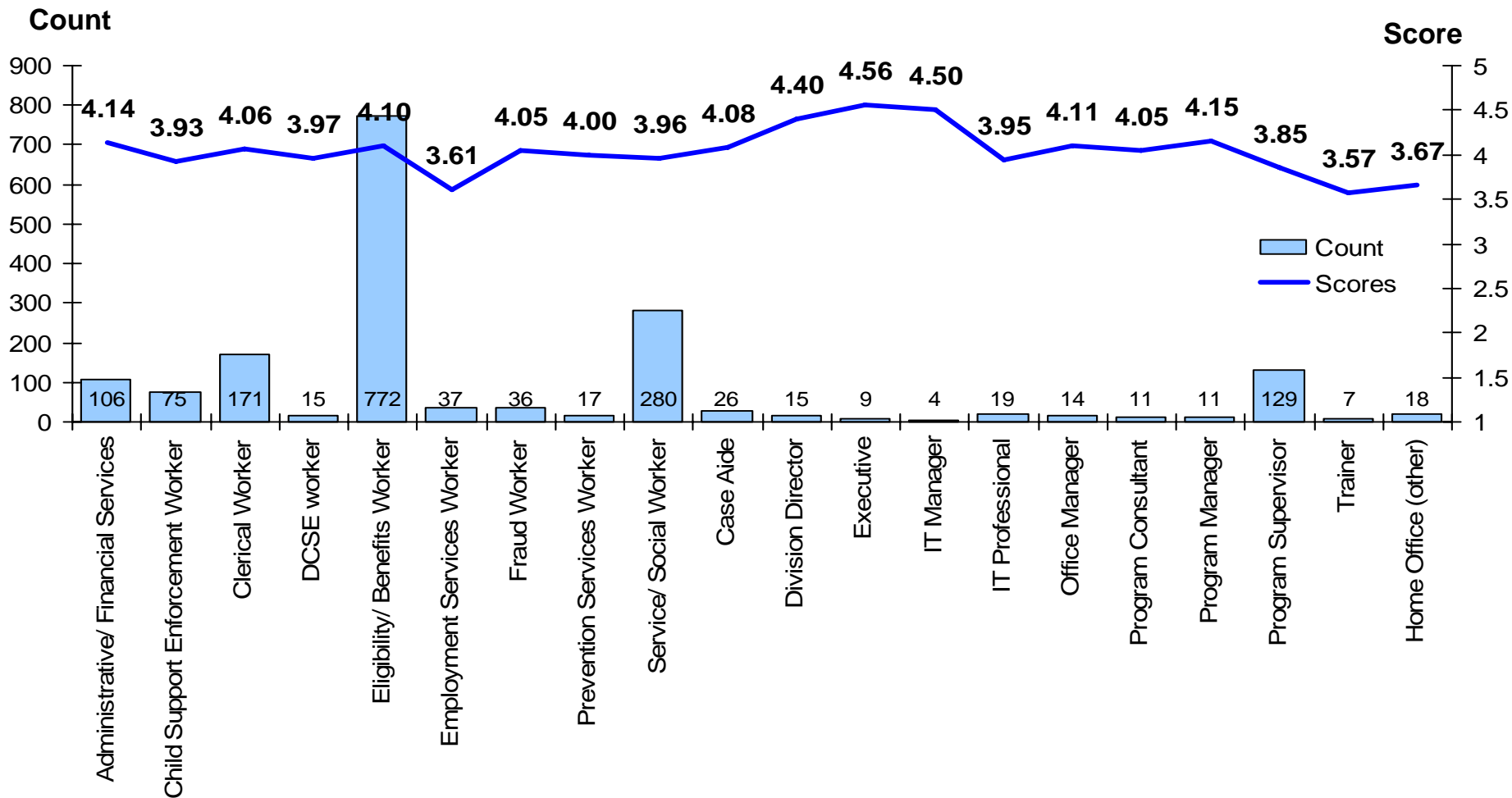
How often use application





# SPIDeR – Scores and Counts

## Job class



Note: responses with 3 or less have been removed

For internal use of VSSS only.

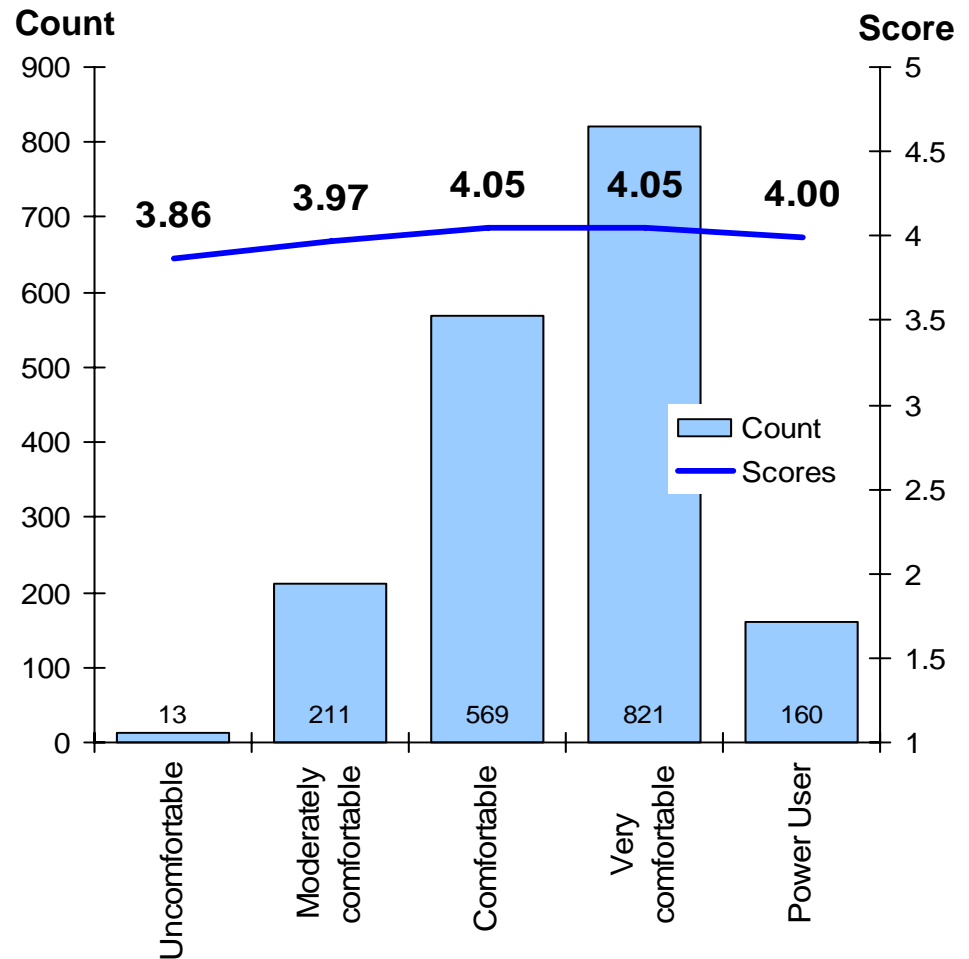
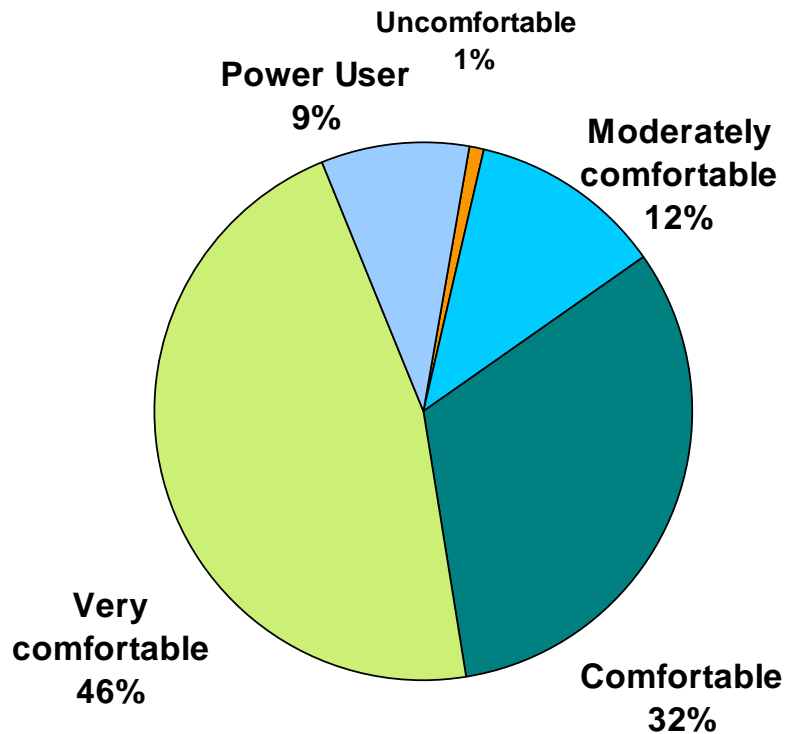
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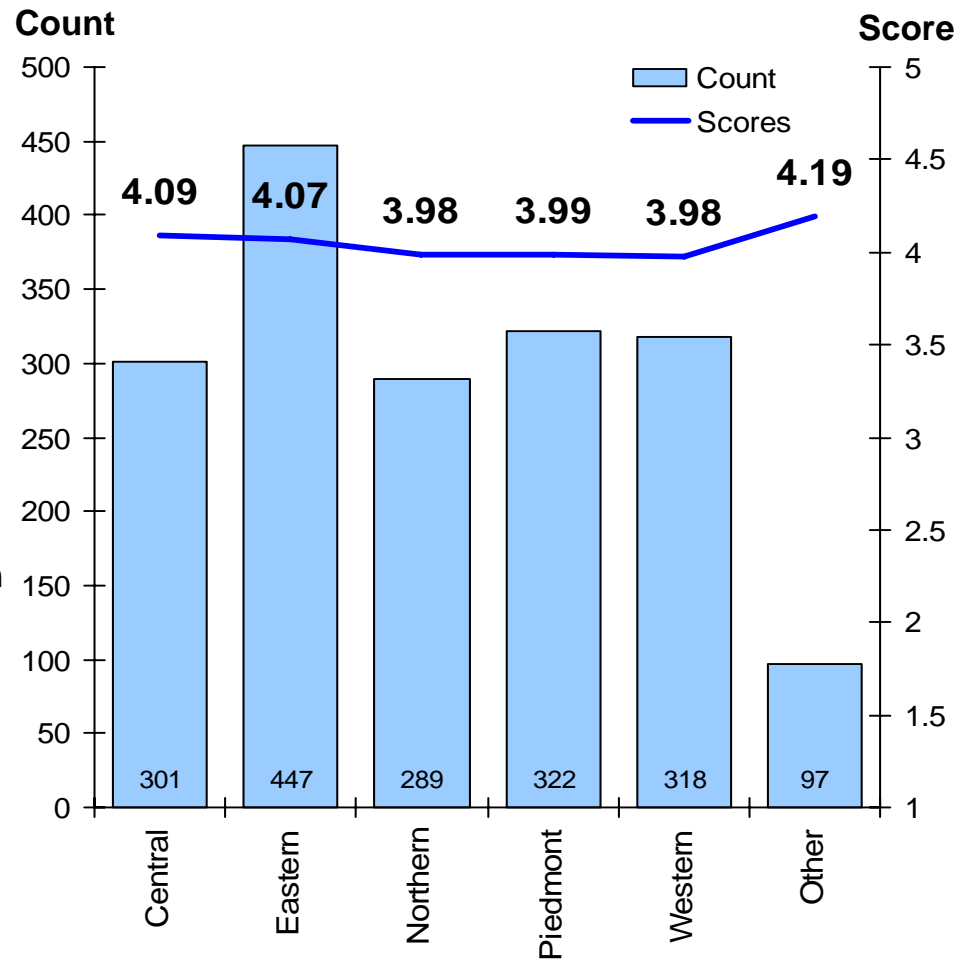
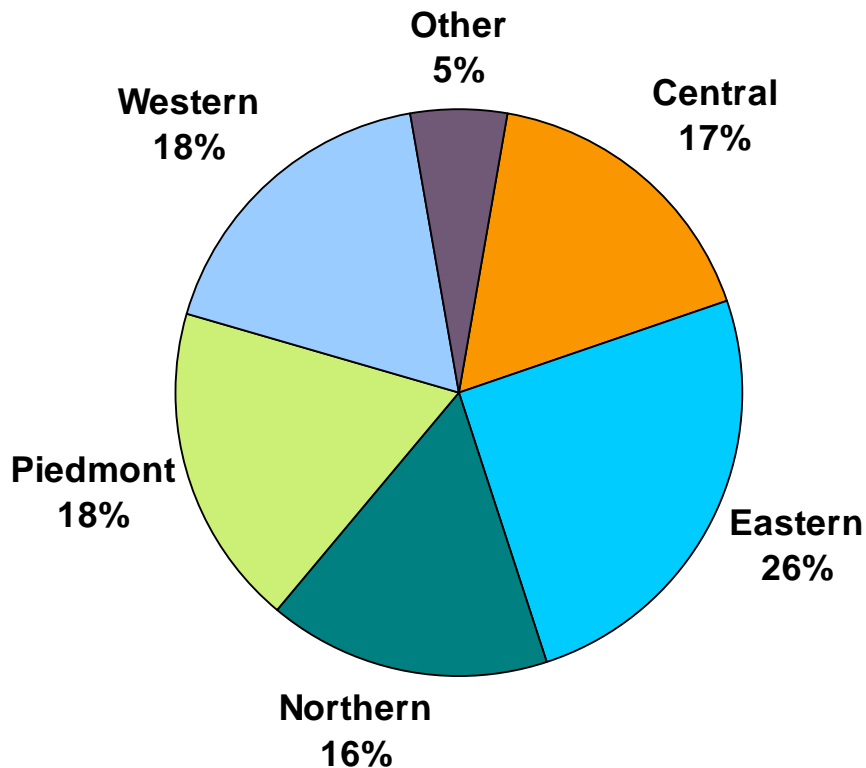
# SPIDeR – Scores and Counts

## Computer proficiency



# SPIDeR – Scores and Counts

## Region





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